

# UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. We listened to your comments and suggestions, and redesigned our bill to be cleaner, clearer, and easier to understand.



The first page of your bill features redesigned elements that make it easier for you to find and understand the following:

- 1** When and what you need to pay is shown in multiple places
- 2** Your account information such as name, mailing address and account # (see page 3 of your bill for more account detail)
- 3** A closer look at the account balances section:
  - A. Know exactly when your annual CAP discount resets
  - B. The total amount of CAP discounts you'll get each year, which is the difference between what you're billed and your CAP Payment Amount (CPA)
  - C. Shows how much of your discount is left
  - D. The amount that has been written off based on the full monthly payments you've made
  - E. Your monthly CAP discount
  - F. The thermometer shows the discounts you've used to date
- 4** Your payment amount is based on a percent of your household income
- 5** Track your usage and how it compares over the past year



CONNIE A CAP  
123 MAIN ST  
Account # 0000-000-000

Page 1 of 3

Due Date	Amount Due
11/04/2021	\$58.00

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### Bill Summary

Bill ID: 000000000005      Date Prepared: 10/14/2021

Previous Bill	\$58.00
Payment(s) Received	\$58.00
<b>Balance Forward</b>	<b>\$0.00</b>
Current Amount Due (see Page 3 for Details)	\$79.55
CAP Discount	-\$21.55
<b>AMOUNT DUE BY 11/04/2021</b>	<b>\$58.00</b>

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### Account Balances

**Customer Assistance Program (CAP)**

Annual CAP Discount Reset Date	06/29/2022	A
Maximum Annual CAP Discount	\$900.00	B
Annual CAP Discount Used to Date	-\$43.10	C
Remaining CAP Discount	\$856.90	D
<b>Total Account Balance</b>		
Last Account Balance	\$175.07	
Account Adjustments	\$0.00	
Payments received	\$0.00	
Current service charges	\$79.55	
Debt forgiven	\$0.00	
CAP discount applied	-\$21.55	E
Total Account balance	\$233.07	F

**Debt Forgiveness**

*• Your remaining debt will be due if you default from the CAP program.*

### Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	495	16	30	65
Last Month	665	22	30	70
Same Month Last Year	571	20	29	63

Average Monthly Usage for the last 12 months: 671 kWh  
Total Annual Usage for the last 12 months: 8050 kWh

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Online: [www.duquesnelight.com](http://www.duquesnelight.com)      Phone: 412-393-7100

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

Account # 0000-000-000

Due Date: 11/04/2021      Amount Due: \$58.00

USD Amount Enclosed

Billings and meter reading details on page 3

CONNIE A CAP  
123 MAIN ST  
PITTSBURGH PA 15219

**Please mail payment to:**  
DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324



# UNDERSTANDING YOUR BILL

The **second page** of your bill contains general information about the bill, including definitions of common terms on your bill, features and programs available to you, and contact information for questions.

CONNIE A CAP Account # 0000-000-000 Page 2 of 3

**General Information**

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

Online: [www.duquesnelight.com](http://www.duquesnelight.com)

Phone: 412-393-7100

Mail: Dept 6-1  
411 7<sup>th</sup> Ave Ste 3  
Pittsburgh, PA 15219-1942

**Billing and Service Options**

Sign up online for any of the following services:

- E-Billing** - Free service lets you view bills online
- Budget Billing** - Levels out payments across the year
- Start/Stop Service** - If you're moving and need to have your service turned on or off, you must call Customer Service at 412-393-7100 or visit our website
- Double Notice Protection** - Sends a payment reminder to you and a person you designate

**Understanding Your Bill**

- Customer Charge** - A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
- Distribution Charges** - Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
- Distribution System Improvement Charge (DSIC)** - A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
- DLC Charges** - Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- Kilowatt-Hour (kWh)** - The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- Meter Reading** - An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- Non-Basic Service Charges** - Any category of service not related to basic service.
- Smart Meter Charge** - Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
- Supply Charges** - Basic service charges for generation supply to retail customers.
- Transmission Charges** - Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

**Customer Assistance Program (CAP)**

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 893-393-7600 with any questions or for information on how to enroll in the program.

- CAP Discount** - The difference between your actual billed amount and your CAP Monthly Payment amount.
- CAP Recertification** - CAP customers are required to verify their income every two years on the anniversary of the CAP enrollment. Failure to recertify results in removal from CAP.
- Debt Forgiveness** - The portion of your pre-program amount that is forgiven based on receipt of regular monthly payments under the CAP program.
- Grant Payment** - Energy assistance grants, such as LIHEAP and Dollar Energy Fund, which are applied directly to the bill.
- Maximum Annual CAP Discount** - The maximum amount of CAP discounts allowed annually.
- CAP Payment Amount** - Your monthly CAP payment amount is based on a percent of your income. At any time if your average or actual billed amount is less, then that will become your CAP Payment Amount.

The **final page** of your bill will have messages tailored to you. These include important bill messages, supplier information, additional notifications from DLC, plus account details such as:

- How much electricity (kWh) you used for the listed billing period
- The charges for DLC to deliver electricity to your home
- The charges to produce the electricity delivered to your home
- The current amount due without your monthly CAP discount

CONNIE A CAP Account # 0000-000-000 Page 3 of 3

**Message Center**

Introducing your new bill! We've redesigned it to be simple and easy to understand, and we also added color to make it easy to read. For more information on how to read your bill, visit [DuquesneLight.com/mybill](http://DuquesneLight.com/mybill).

Welcome to DLC's new Customer Assistance Program (CAP)! We've simplified our program to help bring you affordable monthly payments to stay on track. Visit [DuquesneLight.com/CAP2021](http://DuquesneLight.com/CAP2021) for more information.

**Account Detail**

123 MAIN STREET Supplier Agreement ID: 000000000

Meter Reading Usage Information	Current Bill Details
Meter Number F00000000	DLC Rate RS-Residential Service
Present 10/14/2021 Act 33,873.4280	Price to Compare \$0.0711 / kWh
Prior 09/14/2021 Act 33,378.5510	<b>DLC Charges</b> \$44.37
Difference 494.8770	Customer Charge \$12.67
Your Meter Multiplier 1	Distribution 494.8770 kWh@ \$0.061733 \$30.55
Total kWh Used 494.8770	DSIC Surcharge 2.87% \$1.15
	<b>Supply Charges</b> \$35.18
	Supply 494.8770 kWh@ \$0.052428 \$25.95
	Transmission 494.8770 kWh@ \$0.018658 \$9.23
<b>Total kWh Used 494.8770</b>	<b>Service Charges \$79.55</b>

**Current Amount Due Detail**

Service Charges	
DLC Charges	\$44.37
Supply Charges	\$35.18
<b>Subtotal</b>	<b>\$79.55</b>

**Shopping and Supplier Information**

When shopping for electricity with an Electric Generation Supplier, please provide the following information:  
Supplier Agreement ID: 000000000  
Rate Schedule: RS-Residential Service

The current Price to Compare is listed above in Account Detail and will change every June and December. For more information & supplier offers visit [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.oca.state.pa.us](http://www.oca.state.pa.us).

**Additional Notifications**

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://www.duquesnelight.com) or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com) or call 1-888-WATTLEY.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website [www.duquesnelight.com](http://www.duquesnelight.com).
- Estimated Gross Receipts Tax of \$4.70 and Estimated PA State Tax of \$5.41 are included in your rates.

