

# 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 business name, mailing address and account # (see page 3 of your bill for more account detail)
- 3 Track your usage and how it compares over the past year
- 4 See your demand for the past year
- 5 The message center is where we'll share important messages with you such as relevant programs and services

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.



Page 1 of 3

**SAMPLE CORPORATION**  
123 SAMPLE WAY  
Account # 0000-000-000

Due Date	Amount Due
11/05/2021	\$216.37

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### Usage and Demand

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	680	21	32	65
Last Month	881	29	30	70
Same Month Last Year	717	22	33	68

**3**

Average Monthly Usage for the last 12 months: 951 kWh  
Total Annual Usage for the last 12 months: 11411 kWh

**4**

### Bill Summary

Bill ID: 0000000009      Date Prepared: 10/20/2021

Previous Account Balance	\$221.44
Payment(s) Received as of 10/01/2021	-\$221.44
<b>Balance Forward</b>	<b>\$0.00</b>
DLC Charges	\$165.16
Supply Charges - ABC ENERGY	\$51.21
<b>AMOUNT DUE BY 11/05/2021</b>	<b>\$216.37</b>

**1**

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### Message Center

**DOLLAR ENERGY FUND** **5**

Duquesne Light partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at [DuquesneLight.com/dollar](http://DuquesneLight.com/dollar).

Online: [www.duquesnelight.com](http://www.duquesnelight.com)      Phone: 412-393-7300

Please return this portion with your payment. Please enclose check facing forward.

Make payment payable to Duquesne Light Company in US Currency.

*A late charge of 1.25% may be assessed after 2021-11-05*

Billing and meter reading details on page 3

Due Date	Amount Due
11/05/2021	\$216.37

**1**

USD Amount Enclosed

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**SAMPLE CORPORATION**  
Account # 0000-000-000

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### 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: 412-393-7300  
Mail: Dept 6-1  
411 7th 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 412-393-7300 or visit our website
- Double Notice Protection** - Sends a payment reminder to you and a person you designate

### Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

- Text:** Make a one-time donation of \$5 by texting POWER to 50000
- Online:** Visit [www.duquesnelight.com](http://www.duquesnelight.com) and select "Payment Options" from the Account & Billing menu
- Phone:** 412-393-7300
- Mail:** Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:  
Duquesne Light Hardship Fund Donations  
Dept 15-1  
411 7th Ave Ste 3  
Pittsburgh, PA 15219-1942

### 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.
- Demand** - A measure of customer or system load requirements over a measured period of time. The actual demand is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The billing demand is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.
- 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 (kW)** - A measure of electrical power that is equal to 1,000 watts.
- 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 Multiplier** - The number used to calculate your total electrical usage in kWh (may vary depending on your meter type).
- 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.

# UNDERSTANDING YOUR BILL

The final page of your bill will have information specific to your account. These include additional notifications from DLC plus account details such as:

- 1 How much electricity (kWh) you used for the listed billing period
- 2 Your demand is the highest average kilowatt (kW) usage of all 15 minute intervals in the billing period
- 3 The location of your DLC rate service has moved from page 1 to page 3
- 4 The charges for DLC to deliver electricity to your business
- 5 The charges to produce the electricity delivered to your business
- 6 If you've chosen a supplier or would like to shop for one, this section includes important details such as your supplier agreement ID, rate schedule and supplier contact information

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**Account Detail**

SAMPLE CORPORATION Account # 0000-000-000

123 SAMPLE WAY Supplier Agreement ID: 0000000000

Meter Reading Usage Information		Current Bill Details	
Meter Number	F00000000	DLC Rate	GMH-Med Commercial Heat < 25
Voltage	120/240V	Price to Compare	\$0.0576 / kWh
<b>Meter Readings - kWh</b>		<b>DLC Charges</b>	<b>\$165.16</b>
Present	10/18/2021 Act 49,219.3560	Customer Charge	\$54.49
Prior	09/16/2021 Act 48,539.5910	PA EEA Surcharge	\$0.88
Difference	679.7650	Demand Distribution	\$94.78
Your Meter Multiplier	1	Smart Meter Charge Sing	\$0.18
Total kWh Used	679.7650	DSIC Surcharge	\$4.01
<b>Demand Information</b>		Pennsylvania Tax Adjustment	\$0.01
Demand Reading (on-peak)	15.4920	Sales Tax	\$10.81
kW (on-peak)	15.4920	<b>Supply Charges - ABC ENERGY</b>	<b>\$51.21</b>
PFM	1.0000	Transmission Charge @ 0.01419	\$0.31
Adjusted kW	15.4920	Commodity Charge 679.765 KWH @ 0.0658	\$44.73
<b>Total Demand</b>	<b>15.4920</b>	State Sales Tax	\$2.87
		Gross Receipts Tax	\$2.82
		County Tax	\$0.48


**Total kWh Used 679.7650 Service Charges \$216.37**

**Shopping and Supplier Information**

When shopping for electricity with an Electric Generation Supplier, please provide the following information:  
**Supplier Agreement ID: 0000000000**  
**Rate Schedule: GMH-Med Commercial Heat < 25**

The current Price to Compare is listed above in Account Detail and will change every June and December. Your actual PTC may differ based on your demand & usage kWh. 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).

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen
- The Public Utility Commission regulates distribution prices and services
- The Federal Energy Regulatory Commission regulates transmission prices and services

**6**  **ABC ENERGY**  
 456 MARKET STREET  
 PITTSBURGH PA 15219

For questions regarding the supplier portion of your bill, call ABC ENERGY at (888) 456-7890.

**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 \$9.11 and Estimated PA State Tax of \$10.50 are included in your rates.