

UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. That's why we've made our bill easier to understand. Here are the important areas you should pay attention to every month. **This bill image contains sample rates.**

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

Page 1 of 4

Due Date	Amount Due
02/27/2024	\$24.00

Bill Summary

2

Supply Charges

DLC Charges

Bill ID: 000000000000 Date Prepared: 01/27/2024

Previous Bill	\$24.00
Payment(s) Received as of 01/26/2024	-\$24.00
Balance Forward	\$0.00
Current Amount Due (see Page 3 for Details)	\$43.53
CAP Discount	-\$19.53
AMOUNT DUE BY 02/27/2024	\$24.00

Account Balances

Customer Assistance Program (CAP)

Annual CAP Discount Reset Date	11/26/2024
Maximum Annual CAP Discount	\$1,000.00
Annual CAP Discount Used to Date	-\$68.16
Remaining CAP Discount	\$931.84
Total Account Balance	
Last Account Balance	\$24.00
Account Adjustments	\$0.00
Payments received	-\$24.00
Current service charges	\$43.53
Debt forgiven	\$0.00
CAP discount applied	-\$19.53
Total Account balance	\$24.00

Debt Forgiveness

- We have forgiven a total of \$0.00 in debt for making full, on-time payments. Your remaining debt eligible for forgiveness is \$0.00.
- 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	223	7	31	49
Last Month	207	7	29	68
Same Month Last Year	195	6	31	54

Average Monthly Usage for the last 12 months: 245 kWh
Total Annual Usage for the last 12 months: 2943 kWh

Online: www.DuquesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3

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 2024-02-27

Account # 0000-000-000

Due Date	Amount Due
02/27/2024	\$24.00

\$ _____

USD Amount Enclosed

The **first page** makes it easy to find information and understand your bill.

- | | | |
|---|---|---|
| <p>1 Easily find your information including name, account number and mailing or email address, if enrolled in e-Billing</p> | <p>3 A closer look at the account balances section:</p> <ol style="list-style-type: none"> Know exactly when your annual CAP discount resets 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) Shows how much of your discount is left The amount that has been written off based on the full monthly payments you've made Your monthly CAP discount The thermometer shows the discounts you've used to date | <p>4 Track your usage and see how it compares over the past year in the Usage Comparison Chart</p> <p>5 Your payment amount is based on a percent of your household income</p> |
|---|---|---|

UNDERSTANDING YOUR BILL


 **CONNIE A CAP**


Account # 0000-000-000


Page 2 of 4

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

 **Phone:** 888-393-7100 **TTY Users:** 711

 **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 888-393-7100 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 888-393-7600 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.




MANAGE YOUR ACCOUNT WITH A TOUCH.

WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE.

DOWNLOAD TODAY.







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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.

UNDERSTANDING YOUR BILL


 CONNIE A CAP
 Account # 0000-000-000 Page 3 of 4

Message Center

Need help paying your electric bill? Learn more about our energy assistance programs at [DuquesneLight.com/assistance](https://duquesnelight.com/assistance).

Signing up for DLC's e-Bill program is fast and easy! Enroll today at [DuquesneLight.com/ebill](https://duquesnelight.com/ebill) and you'll receive an email each month when your bill is available.

Account Detail

 **123 MAIN**
Supplier Agreement ID: 000000000

Meter Reading Usage Information	Current Bill Details																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Meter Number</td> <td>F11111111</td> </tr> <tr> <td>Present 01/26/2024 Act</td> <td>34,707.3650</td> </tr> <tr> <td>Prior 12/23/2023 Act</td> <td>34,484.0570</td> </tr> <tr> <td>Difference</td> <td>223.3080</td> </tr> <tr> <td>Your Meter Multiplier</td> <td>1</td> </tr> <tr> <td>Total kWh Used</td> <td>223.3080</td> </tr> </table>	Meter Number	F11111111	Present 01/26/2024 Act	34,707.3650	Prior 12/23/2023 Act	34,484.0570	Difference	223.3080	Your Meter Multiplier	1	Total kWh Used	223.3080	<table style="width: 100%;"> <tr> <td>DLC Rate</td> <td>RS-Residential Service Rider 14</td> <td></td> </tr> <tr> <td>Price to Compare</td> <td>\$0.1145 / kWh</td> <td></td> </tr> <tr> <td>DLC Charges</td> <td></td> <td>\$17.97</td> </tr> <tr> <td>Customer Charge</td> <td></td> <td>\$1.63</td> </tr> <tr> <td>Distribution</td> <td>194.4941 kWh@ \$0.072393</td> <td>\$14.08</td> </tr> <tr> <td>Distribution</td> <td>28.8139 kWh@ \$0.061606</td> <td>\$1.78</td> </tr> <tr> <td>DSIC Surcharge</td> <td>2.86%</td> <td>\$0.50</td> </tr> <tr> <td>Pennsylvania Tax Adjustment</td> <td></td> <td>-\$0.02</td> </tr> <tr> <td>Supply Charges</td> <td></td> <td>\$25.56</td> </tr> <tr> <td>Supply</td> <td>223.3080 kWh@ \$0.091956</td> <td>\$20.53</td> </tr> <tr> <td>Transmission</td> <td>223.3080 kWh@ \$0.022514</td> <td>\$5.03</td> </tr> </table>	DLC Rate	RS-Residential Service Rider 14		Price to Compare	\$0.1145 / kWh		DLC Charges		\$17.97	Customer Charge		\$1.63	Distribution	194.4941 kWh@ \$0.072393	\$14.08	Distribution	28.8139 kWh@ \$0.061606	\$1.78	DSIC Surcharge	2.86%	\$0.50	Pennsylvania Tax Adjustment		-\$0.02	Supply Charges		\$25.56	Supply	223.3080 kWh@ \$0.091956	\$20.53	Transmission	223.3080 kWh@ \$0.022514	\$5.03
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Current Amount Due Detail

Service Charges	
DLC Charges	\$17.97
Supply Charges	\$25.56
Subtotal	\$43.53

Shopping and Supplier Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:
Supplier Agreement ID: 0000000000
Rate Schedule: RS-Residential Service Rider 14

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 and 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 or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 14-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or learn more about these programs, visit WattChoices.com
- Join our Budget Plan for consistent bills at [DuquesneLight.com/budget](https://duquesnelight.com/budget). If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](https://duquesnelight.com)

The **final page** has information specific to your account including notifications from DLC plus details including:

- 1

How much electricity (kWh) you used for the listed billing period
- 2

Your **DLC distribution rate** and the **default service rate** (also known as the Price to Compare) per kilowatt hour of electricity used
- 3

The **charges for DLC to deliver electricity** to your home
- 4

The **charges to generate the electricity** delivered to your home. If you have an electric generation supplier, it shows your supplier's rate. If you do not have a supplier, you are charged the Price to Compare.
- 5

Information on how to **shop for a supplier**. If you have a chosen supplier, you'll see supplier details including your supplier agreement ID, rate and contract information.