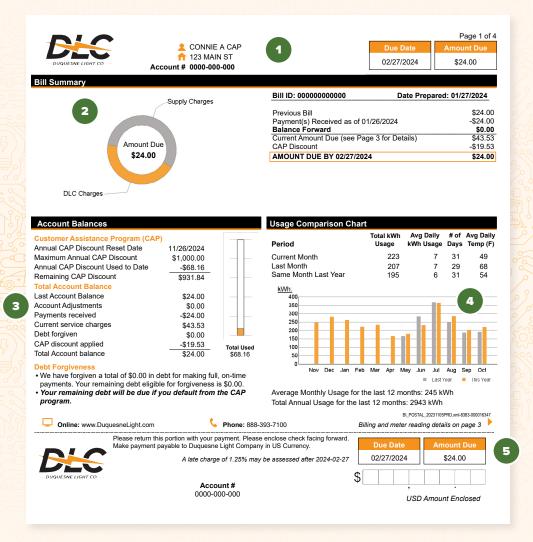
UNDERSTANDING YOUR BILL

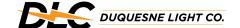
We know that electric bills can be confusing. That's why we've made our bill easier to understand. Here are the important areas you should pay attention to every month. This bill image contains sample rates.



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

- Easily find your information including name, account number and mailing or email address, if enrolled in e-Billing
- The **Bill Summary** shows your payments received, amount due and a graph showing the breakdown of DLC and supply charges
- 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
 - 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

- Track your usage and see how it compares over the past year in the Usage Comparison Chart
- Your payment amount is based on a percent of your household income



UNDERSTANDING YOUR BILL



Account # 0000-000-000

Page 2 of 4

CONNIE A CAP **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

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
- 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.

Billing and Service Options

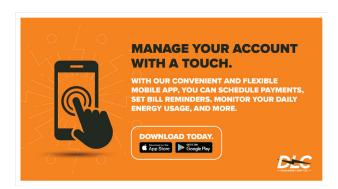
Sign up online for any of the following services:

- 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

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.

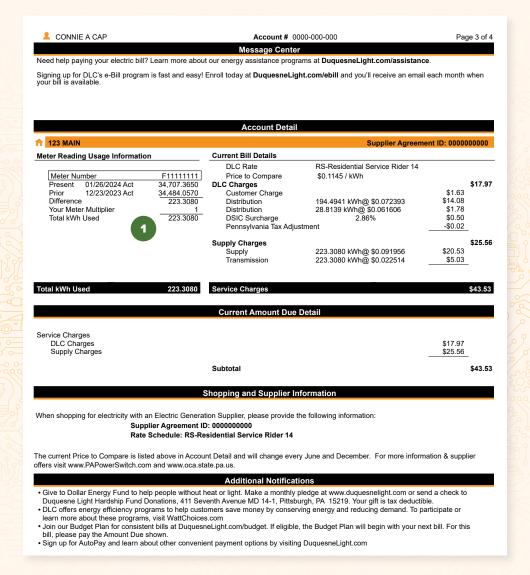


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The second page of your bill contains general information about the bill, including definitions of common terms on your bill, features and programs available to you, and contact information for questions.



UNDERSTANDING YOUR BILL



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

- How much electricity (kWh) you used for the listed billing period
- Your **DLC distribution rate** and the **default service**rate (also known as the Price to Compare) per
 kilowatt hour of electricity used
- The charges for DLC to deliver electricity to your home
- 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.
- 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.

