




# UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. Here are the important areas you should pay attention to every month. **This bill image contains sample rates.**

Page 1 of 2




1

CONNIE A CAP  
123 MAIN ST  
Account # 0000-000-00

Due Date	Amount Due
04/22/2026	\$36.19

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**2**



Amount Due  
**\$36.19**

**Bill Summary**

Bill ID: 000000000      Date Prepared: 04/01/2026

Previous Bill	\$51.76
Payment(s) Received as of 03/07/2026	-\$51.76
<b>Balance Forward</b>	<b>\$0.00</b>
Current Amount Due (see Page 2 for Details)	\$36.19
<b>AMOUNT DUE BY 04/22/2026</b>	<b>\$36.19</b>

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**3**

**Account Balances**

**Customer Assistance Program (CAP)**

Annual CAP Discount Reset Date	01/22/2027
Maximum Annual CAP Discount	\$1,700.00
Annual CAP Discount Used to Date	-\$15.81
Remaining CAP Discount	\$1,684.19
<b>Total Account Balance</b>	
Last Account Balance	\$51.76
Account Adjustments	\$0.00
Payments received	-\$51.76
Current service charges	\$36.19
Debt forgiven	\$0.00
CAP discount applied	\$0.00
<b>Total Account balance</b>	<b>\$36.19</b>

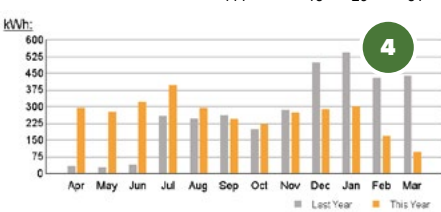
**Debt Forgiveness**

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

**4**

**Usage Comparison Chart**

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	104	4	29	49
Last Month	174	6	29	33
Same Month Last Year	444	15	29	51



Average Monthly Usage for the last 12 months: 271 kWh  
Total Annual Usage for the last 12 months: 3247 kWh

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

Phone: 888-393-7100    TTY: 711

Account # 0000-000-000

5

Due Date	Amount Due
04/22/2026	\$36.19

USD Amount Enclosed

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

1

Easily find **your information** including name, account number and mailing or email address, if enrolled in e-Billing

2

The **Bill Summary** shows your payments received, amount due and a graph showing the breakdown of DLC and supply charges

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

Track your usage and see how it compares over the past year in the **Usage Comparison Chart**

5

Your payment amount is based on a percent of your household income

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

**Message Center**

To make a payment or to set up a payment arrangement, please contact us or visit our website. Need help paying your electric bill? Learn more about our energy assistance programs at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance).

Signing up for DLC's paperless program is fast and easy! Enroll today at [DuquesneLight.com/paperless](http://DuquesneLight.com/paperless) and you'll receive a monthly email when your bill is available or anytime we've sent you a letter.

**Account Detail**

123 MAIN ST Supplier Agreement ID: 1111111111

Meter Reading Usage Information		Current Bill Details	
Meter Number	F74497704	DLC Rate	RS-Residential Service
Present 04/01/2026 Act	29,464.0890	Price to Compare	\$0.1375 / kWh
Prior 03/03/2026 Act	29,359.9600	<b>DLC Charges</b>	<b>\$21.88</b>
Difference	104.1290	Customer Charge	\$13.00
Your Meter Multiplier	1	Distribution	104.1290 kWh @ \$0.084379 \$8.79
Total kWh Used	104.1290	DSIC Surcharge	0.49% \$0.11
		Pennsylvania Tax Adjustment	-\$0.02
		<b>Supply Charges</b>	<b>\$14.31</b>
		Supply	104.1290 kWh @ \$0.110275 \$11.48
		Transmission	104.1290 kWh @ \$0.027187 \$2.83

Total kWh Used 104.1290 Service Charges \$36.19

Shopping and Supplier Information	Current Amount Due Detail
When shopping for electricity with an Electric Generation Supplier, please provide the following information:	Service Charges
Supplier Agreement ID: 1111111111	DLC Charges
Rate Schedule: RS-Residential Service	Supply Charges
	\$21.88
	\$14.31
	<b>Subtotal \$36.19</b>

**General Information and Notifications**

- Contact us by phone 888-393-7100, online at [DuquesneLight.com](http://DuquesneLight.com) or in writing to 411 7th Ave., Ste 3, Pittsburgh, PA 15219.
- Visit us online for our rate schedules and how to verify bill accuracy. Contact us with billing questions before the due date.
- Visit [www.DuquesneLight.com/WattChoices](http://www.DuquesneLight.com/WattChoices) to learn more about DLC's money saving energy efficiency programs.
- Join our Budget Plan for consistent bills at [DuquesneLight.com/budget](http://DuquesneLight.com/budget). If eligible, the Budget Plan will begin with your next bill.

**Understanding Your Bill**

**CAP Discount** – Difference between billed amount and CAP monthly payment. **CAP Payment Amount** – Your CAP payment is based on a percentage of income but if your billed amount or average usage is lower, that becomes your amount due. **CAP Recertification** – CAP customers must recertify income every two years on their enrollment anniversary or risk removal from the program. **Customer Charge** – A fixed monthly charge includes meter reading, billing, service equipment and other costs incurred, even when no electricity is used. **Debt Forgiveness** – Portion of your pre-program balance forgiven for making CAP payments in full. **Distribution Charges** – Basic service charges to deliver electricity from the transmission system to your home or business. **DLC Charges** – Services necessary for delivering electricity, such as supply, including default service, transmission and distribution. **Maximum Annual CAP Discount** – Maximum amount of CAP discounts allowed annually. **Meter Reading** – An actual (Act) reading comes from the meter; an estimated (Est) reading is based on past usage when an actual reading isn't available. **Non-Basic Service Charges** – Any category of service not related to basic service. **Supply Charges** – Basic service charges for generation supply to retail customers. **Transmission Charges** – Basic service charges to transport electricity over high-voltage lines from generation to distribution.

The next 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.
- 6 Find **definitions** of commonly used terms to understand the breakdown of your monthly bill.