


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.**



SALLY A SAMPLE
123 MAIN ST
Account # 0000-000-000


1

Page 1 of 3

Due Date	Amount Due
11/20/2023	\$154.55

Bill Summary

2



Amount Due
\$154.55

DLC Charges

Bill ID: 000000000003 **Date Prepared: 10/29/2023**


Previous Account Balance	\$107.32
Payment(s) Received as of 10/12/2023	-\$107.32
Balance Forward	\$0.00
DLC Charges	\$63.15
Supply Charges - ABC ENERGY	\$91.40
AMOUNT DUE BY 11/20/2023	\$154.55

Message Center

Signing up for our e-Bill program is fast and easy! Enroll today at DukesneLight.com/ebill and you'll receive an email each month when your bill is available.

Dukesne Light Company 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 DukesneLight.com/dollar.

3

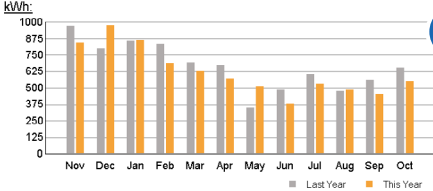


DOLLAR ENERGY FUND

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	558	18	31	54
Last Month	465	16	30	69
Same Month Last Year	666	21	31	53

kWh:




Average Monthly Usage for the last 12 months: 635 kWh
Total Annual Usage for the last 12 months: 7619 kWh

Online: www.DukesneLight.com

Phone: 888-393-7100

Billing and meter reading details on page 3



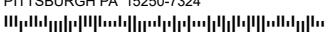
SALLY A SAMPLE
123 MAIN ST
PITTSBURGH, PA 15222

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

A late charge of 1.25% may be assessed after 2023-11-20

Account #
0000-000-000

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



Due Date	Amount Due
11/20/2023	\$154.55

\$

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

3

The **Message Center** is where we'll share important information with you such as relevant programs and services

2

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

4

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



UNDERSTANDING YOUR BILL

SALLY A SAMPLE

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

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:

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

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 and select "Payment Options" from the Account & Billing menu

Phone: 888-393-7100

Mail: Make a donation by mailing a check to:


Duquesne Light Hardship Fund Donations
Dept 14-1
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 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.




**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.






DuquesneLight.com/autopay




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

 SALLY A SAMPLE
 Account # 0000-000-000
 Page 3 of 3

Account Detail

 123 MAIN ST
 Supplier Agreement ID: 0000000000

Meter Reading Usage Information		Current Bill Details	
Meter Number	F00000000	DLC Rate	RS-Residential Service
Present 10/29/2023 Act	76,026.3670	Price to Compare	\$0.1145 / kWh
Prior 09/28/2023 Act	75,468.7020	DLC Charges	
Difference	557.6650	Customer Charge	\$12.50
Your Meter Multiplier	1	Distribution	557.6650 kWh@ \$0.087833
Total kWh Used	557.6650	DSIC Surcharge	2.86%
		Pennsylvania Tax Adjustment	\$1.76
			-\$0.09
		Supply Charges - ABC ENERGY	\$91.40
		Generation-Trans	557.6650 kWh@ \$0.163900
			\$91.40

Total kWh Used	557.6650	Service Charges	\$154.55
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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

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.

- 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

ABC ENERGY
 000 MARKET ST
 PITTSBURGH, PA 15219

For questions regarding the supplier portion of your bill, call ABC ENERGY at (888) 234-5678.

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.
- A change in the Distribution System Improvement Charge, effective October 1, will increase your monthly bill by about \$0.98, or 1%.
- 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. 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
- Your bill contains \$8.63 in estimated PA State Taxes, of which \$7.50 is PA Gross Receipts Tax.

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.