



# SERVICELINE

A power-filled publication brought to you by Duquesne Light Co.



## Helping Customers Make the Connection

Recognizing that moving to a new home is a challenging process, Duquesne Light recently introduced new options to help increase convenience for customers who are shopping for a wide range of home services, including television, Internet, and phone, as well as for an electric supplier.

**Move Advisor** – When people contact Duquesne Light to transfer or establish electric service, they now also will speak with an advisor from our partner, Allconnect, who will review the numerous home services options specifically available at their new address, including satellite TV, cable TV, Internet, phone and home security systems. Allconnect is able to identify promotions and bundles specific to the customer's needs, then provides end-to-end service, including order placement and installation scheduling.

Duquesne Light customer service representatives also will brief these customers on two new services that increase convenience for those who shop for their electric supply.

**Seamless Move** enables customers to retain their current electric supplier, without disruption, when moving to a new location within our service territory. **Instant Connect** provides customers with the ability for third-party electric supplier service to begin on day one of their new utility service, rather than first having to enroll in Duquesne Light's default service.

Eligible customers for **Seamless Move** and **Instant Connect** include residential shopping customers and commercial and industrial (C&I) shopping customers with less than 300 kilowatts of demand.



In addition, Duquesne Light has enhanced its **Accelerated Switching** offering. Most customers now can switch their supplier every three business days. Previously, one "on-cycle" and one "off-cycle" switch were available per billing period. This will help continue to provide access to competitive pricing options that best meet customer needs and budget.

For more information or questions on **Seamless Move**, **Instant Connect** or **Accelerated Switching**, check the Customer Choice FAQs on our website, DuquesneLight.com, or contact our Customer Service team between 8 a.m. and 5 p.m., Monday through Friday, at 412-393-7100 and follow the prompts to reach a customer service representative. For more info on Move Advisor, call the Customer Service team number above.

## Energy Help Available



Low-Income Home Energy Assistance Program

Do you or someone you know need help paying the electric bill this winter, or weatherizing a home? If so, you may benefit from some very important assistance programs. Duquesne Light's Customer Assistance Program offers monthly bill-payment assistance based on household income. LIHEAP and the Dollar Energy Fund offer additional financial help. Another program – The Home Weatherization Program – helps by offering energy-saving improvements (such as caulking and weather-stripping) to low- and fixed-income households, regardless of whether you own your home or rent.

If you qualify for the assistance grants (see income-eligibility guidelines on the back page), you don't have to pay the money back, and no lien will be placed against your home. But you should ACT QUICKLY.

The first day to apply for a LIHEAP cash grant or a LIHEAP crisis grant is Nov. 1, 2016.  
The last day to apply is March 31, 2017.

## Apply now for grants, home weatherization

### The First Easy Step: LIHEAP Cash Grant

**LIHEAP** – the Low Income Home Energy Assistance Program – provides one cash grant of up to \$1,000 per heating season to help you pay your electric bill. To be eligible for this program, your income must fall within the guidelines listed on the back page.

### How to Apply for LIHEAP Cash Grant

#### Gather the following items:

- Proof of income for each adult in your household
- A copy of your most recent electric bill
- The Social Security number for each adult in your household and, if possible, for each child.

You'll need this information to complete the application form.

#### LIHEAP cash grants can be obtained by:

- Applying online using the COMPASS website. To apply for LIHEAP and many other services that can help you make ends meet, please go to [www.compass.state.pa.us](http://www.compass.state.pa.us).
- Downloading the LIHEAP application form at the Department of Human Services website, at [www.DHS.pa.gov](http://www.DHS.pa.gov). Click on "Apply for Benefits," then look for "Paper Application."
- Filing a LIHEAP application at your local county assistance office.

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## Special Outreach to Customers Without Service

Through the Cold Weather Intervention Program, Duquesne Light follows up with customers whose service has been terminated to provide them information on a variety of options that may be available to help restore service and to assist them in maintaining that service after reconnection. Among these resources are Duquesne Light's Customer Assistance Program (CAP), the federal Low-Income Home Energy Assistance Program (LIHEAP) and the Dollar Energy Fund.



In October, the company sends a letter, detailing these options, to customers who have had their service shut off. We follow up with phone calls in an effort to help each of these customers in every way possible. If your service has been terminated, call 1-888-393-7600 or visit our website, DuquesneLight.com, for more information on the various options available to help you.

### Apply now for grants, home weatherization - Continued from front

#### Greater Pittsburgh East District

5947 Penn Avenue, 4<sup>th</sup> floor, Pittsburgh, PA 15206-3844  
(Corner of Highland & Penn)  
412-645-7400 or 7401 • FAX: 412-365-2821

#### Southeast District

220 Sixth Street, McKeesport, PA 15132-2720  
412-664-6800 or 6801 • FAX: 412-664-5218

#### Southern District

332 Fifth Avenue, Suite 230, Pittsburgh, PA 15222-1259  
412-565-2232 • FAX: 412-565-5179

#### Alle-Kiski District

909 Industrial Blvd., New Kensington, PA 15068-0132  
724-339-6800 or 1-800-622-3527 • FAX: 724-339-6850

#### Beaver County

171 Virginia Ave., Rochester, PA 15074  
724-773-7495 or 1-800-653-3129 FAX: 724-773-7859

For more information, please contact the LIHEAP hotline at 1-866-857-7095, Monday through Friday. Individuals with hearing impairments may call the TDD number at 1-800-451-5886.

Remember that when you receive your application or when you apply in person, you have the RIGHT TO CHOOSE Duquesne Light Company to receive your LIHEAP grant. You must check the "secondary heat source" box on your application if your home is not electric heat.

### For More Help: LIHEAP Crisis Grant

If you've applied and been approved for a LIHEAP cash grant and still need more help, the LIHEAP Crisis Program may be able to assist you if you have an emergency situation and are in jeopardy of losing your heat.

#### Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15-day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

### How to apply for a LIHEAP Crisis Grant

- Call any of the following numbers
  - 1-800-622-3527 • 724-339-6800
  - 412-645-7400 • 412-645-7401
- Email your request to RA-allegheycrisis@pa.gov
- Fax your request to 724-339-6850, or
- Contact your local county assistance office, listed in the LIHEAP cash grant section.

#### To apply, you'll need:

- Names of people in your household
- Dates of birth for all household members
- Social Security numbers for all household members
- Proof of income for all household members
- A recent heating bill

Remember that you have the RIGHT TO CHOOSE Duquesne Light to receive your LIHEAP crisis grant. You can direct your crisis grant to be paid directly to Duquesne Light or you can split your grant between the electric company and your gas company.

### Even More Help: The Dollar Energy Fund

In addition to LIHEAP, you can receive additional help from the Dollar Energy Fund if you meet the income guidelines in

### Monthly Income Eligibility Guidelines

Household Size	LIHEAP and CAP	Dollar Energy Fund and Weatherization
1	\$1,485	\$1,980
2	\$2,003	\$2,670
3	\$2,520	\$3,360
4	\$3,038	\$4,050
5	\$3,555	\$4,740
6	\$4,073	\$5,430
For each additional person, add	\$520	\$693

the box above. The maximum grant amount is \$500. Call 1-888-393-7600 for the Dollar Energy Fund location nearest to you.

#### DOLLAR ENERGY FUND PROGRAM DATES

**Oct. 1 - Nov. 30** – In order to be eligible, an applicant's service must be off or have an active termination.

**Dec. 1 - Jan. 31** – An applicant's service must be off in order to be eligible.

**Feb. 1 - Feb. 28** – An applicant's service must be off or in threat of termination.

#### March 1, 2017 (Funds Permitting)

Dollar Energy Fund will be open to all eligible customers, regardless of their service status.

### The Home Weatherization Program

Whether you own your home or rent, one way to keep your utility bills down this winter and protect your family from the cold is through the Home Weatherization Program. To be eligible, you must meet the income guidelines in the box above.

If you qualify, you can get free help from weatherization improvement experts with everything from applying caulking and weather stripping to tuning up your furnace. (If you rent, you must first get your landlord's approval.)

### How to Apply for Home Weatherization

You can apply year-round. Just call the telephone number for your area (see following listings) and ask for an application.

#### City of Pittsburgh residents:

412-281-2102 (ext. 2101)  
mdepp@wea.actionhousing.org

#### Other Allegheny County residents:

412-281-2102 (ext. 2053)  
kohare@wea.actionhousing.org

#### McKeesport and Mon Valley residents:

412-678-8622 (ext. 4)  
lnesbit@wea.actionhousing.org

#### Beaver County residents:

724-775-1220, Ext. 29  
hacbwz@comcast.net

If you need more information on any of these programs, call Duquesne Light at 1-888-393-7600.

#### HOW TO REACH DUQUESNE LIGHT

Customer Service .....	1-888-393-7100
Outages and Emergencies .....	1-888-393-7000
TDD (Telecommunications Device for the Deaf) .....	412-393-4320
Credit & Collection .....	412-393-7200
Universal Services (Energy Assistance) .....	1-888-393-7600

HOLIDAY SCHEDULE FOR  
TELEPHONE SERVICE REPRESENTATIVES  
**Thanksgiving Day** – Thursday, Nov. 24 – Closed