



**Duquesne Light**

*Our Energy...Your Power*

## News Release

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### **Duquesne Light Reminds Customers About Energy Assistance Programs**

*Enrollment is open for all grants and services*

**PITTSBURGH** – The winter months are fast approaching and Duquesne Light is ready to assist low-income households with their utility bills with a number of [available programs](#) – offered by Duquesne Light or the State of Pennsylvania – to keep them connected to a safe, reliable source of electricity as the cold weather arrives.

“Electric is critical to helping people stay warm and safe during the winter months,” said Todd Faulk, Vice President, Customer Care at Duquesne Light. “Our team makes every effort to help our customers find the right program to assist in ensuring all members of the community have access to affordable energy and the ability to pay their electricity bill.”

Duquesne Light encourages eligible customers to take advantage of the following Duquesne Light or State of Pennsylvania programs:

- **[Customer Assistance Program](#)** (CAP) forgives arrears over time and lowers the monthly payment, based on the customer’s ability to pay. It’s available to all households that meet the income eligibility, based upon the [federal guidelines](#). This program is available year-round. *Call Duquesne Light at 1-888-393-7600 for more information.*
- **[Smart Comfort](#)** helps customers lower their bills by providing free information and services to reduce electric usage. This program is available year-round. *Call Duquesne Light at 1-888-393-7600 for more information.*
- **[Customer Assistance & Referral Evaluation Service](#)** (CARES) helps eligible customers obtain support and assistance from appropriate social service agencies. This program is available year-round. *Call Duquesne Light at 1-888-393-7600 for more information.*
- **Low Income Home Energy Assistance Program (LIHEAP)**, a State of Pennsylvania program, offers:
  - **[Cash Grant](#)** provides one cash grant of up to \$1,000 per heating season to help you pay your utility bill.
  - **[Crisis Grant](#)** provides additional help if you are in an emergency situation and are in jeopardy of losing your heat.

Enrollment in LIHEAP began November 2, 2015 and runs through April 1, 2016. *Call the LIHEAP hotline at 1-866-857-7095 for more information.*

- **[Dollar Energy Fund](#)** offers a one-time \$500 grant to households that meet the income eligibility. Duquesne Light matches customers’ contributions, up to \$375,000 annually, to reduce arrearages and restore services. Duquesne Light was a founding partner in this hardship fund.

This program is available October 1, 2015 through March 1, 2016 (funds permitting). *Call Duquesne Light at 1-888-393-7600 for more information.*

- [Home Weatherization Program](#) offers energy-saving improvements (such as caulking and weather-stripping) to low- and fixed-income households, regardless of whether you own your home or rent. This program is available year-round. *Call the City of Pittsburgh's Action Housing at 412-227-5700 for more information.*

Duquesne Light customer services representatives are trained to refer customers who are having problems paying their bill to available energy-assistance programs. As a whole, these programs provide Duquesne Light customers with a variety of options to assist them through the winter. For more information on these energy assistance programs, customers should call 1-888-393-7600.

#### **About Duquesne Light Company**

Duquesne Light Company is a leader in the transmission and distribution of electric energy, offering superior customer service and reliability to more than a half a million customers in southwestern Pennsylvania.

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