



Energy Help Available

Apply now for grants, home weatherization

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 in the chart listed below), 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, 2017. The last day to apply is April 6, 2018.



The First Easy Step: LIHEAP Cash Grant

LIHEAP – the Low Income Home Energy Assistance Program – provides one cash grant of up to \$500 per heating season to help you pay your electric bill. To be eligible for this program, your income must fall within the guidelines in the chart listed below.

How to Apply

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 Compass.state.pa.us.
- Downloading the LIHEAP application form at the Department of Human Services website, at DHS.pa.gov. Click on "Apply for Benefits," then look for "Paper Application."
- Filing a LIHEAP application at your local county assistance office.

Greater Pittsburgh East District

5947 Penn Avenue, 4th 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., P.O. Box 349, 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.

Monthly Income Eligibility Guidelines

Household Size	1	2	3	4	5	6	For each additional person, add
LIHEAP, CAP and Weatherization	\$1,508	\$2,030	\$2,553	\$3,075	\$3,598	\$4,120	\$523
Dollar Energy Fund	\$2,010	\$2,707	\$3,403	\$4,100	\$4,797	\$5,493	\$697

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)

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

How to Apply

- Call any of the following numbers
1-800-622-3527 • 724-339-68 • 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.

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 the chart on the front page. 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. 2 - 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 (Funds Permitting)

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

CAP Program Offers Help Year-Round

Our Customer Assistance Program (CAP) offers several benefits to those who are eligible, including a reduced monthly bill and debt forgiveness. We'll also waive any security deposit requirements. The goal of our CAP is to help low-income households that are payment troubled establish an ongoing, affordable payment plan. For more information on how to apply for CAP, go to the Payment Assistance section of our website, DuquesneLight.com, or call 1-888-393-7600.

Program Benefits

- Reduced monthly payments based on ability to pay. (see chart on front page)
- Debt forgiveness if terms of the CAP agreement are met.
- Information about reducing your electric use.
- Local office access to CAP experts.
- Referrals to other community resources.

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 chart on the front page.

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

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)
mshannon@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.37
hacbwz@comcast.net

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

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.

Three times a year, in September, November and January, 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.



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 & Collections	412-393-7200
Department and Employee Directories	412-393-6000
Universal Services (Energy Assistance)	1-888-393-7600
Time and Temperature	412-391-9500
Watt Choices	1-888-WATTLEY (1-888-928-8539)

Social Media

- @DuquesneLight
- facebook.com/DuquesneLight
- linkedin.com/company/Duquesne-Light-Company

HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Thanksgiving Day – Thursday, Nov. 23 – Closed