
Above all else, we value the health and safety of our employees and customers. Understanding the burden the COVID-19 public health challenge is placing on you, we're taking proactive measures to protect you and our employees during this unprecedented time.

PAYMENT ASSISTANCE

We understand you or others in our community may experience temporary or extended hardships, so we've voluntarily discontinued shutoff activities for all customers and are waiving any late fees you may incur from now until at least June 1, 2020. Following, the company will continue to evaluate additional measures to ensure we address your needs as the situation evolves including working with community partners to assist customers in need once shutoff activities resume.

Additionally, we want you to know DLC has a variety of payment assistance programs available to those who may be struggling to pay their electric bill. Customers may be eligible for a payment arrangement and one-time grants. Additionally, for those experiencing extended hardships, our Customer Assistance Program (CAP) was established to assist limited-income customers with an ongoing, affordable monthly payment. Learn more about those programs [here](#).

MANAGE YOUR ACCOUNT ONLINE

Since you may be limiting your interactions outside the home at this time, please know you can manage your account online here at [DuquesneLight.com](https://duquesnelight.com) or via our free DLC mobile app, available for download through the App Store and Google Play. You can view your bill, make a payment, manage your bank accounts, sign up e-bill and much more!

BE ALERT

In difficult times like this, we may see an increase in scam activity by those looking to take advantage of customers going through a difficult time. Be aware of phone calls that threaten to disconnect your service because of non-payment. As mentioned above, DLC will not be conducting any shutoff activities until at least June 1, 2020. Please take a moment to read our tips on how to help avoid scams.

