

Re: Docket No. L-2018-3004948

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2019 JAN 28 AM 9: 58

I would like to offer two different comments on your invitation.

PA PUC  
SECRETARY'S BUREAU

I work as a contactor in the Duquesne Light Customer Assistance Program. My team and I screen, then enroll customers into the discounted payment program (CAP). The issue we have with the CAP is the vast difference in the assistance offered to customers. The program is income based, with three different tiers (in both the residential heating and the residential service) The bottom tier is most generous at requesting payment of either 15% or 25% (RS or RH) of the bill, while the upper tier of the program requires an 80% payment of the bill. Offering a customer a mere 20% discount is a minimal stab at a discount. There is not much difference in the basic income in the 3 tiers, but the discount is proportionately offensive. The 80% is almost always offered to seniors who are also paying for medication, rent and insurance with insignificant food stamps. The assistance is minimal. On the other side of the situation is the customer who is only required to pay 15% of their bill, most likely has a noteworthy amount of food stamps, often has rent subsidy and sometimes cash assistance. The difference in the amount asked to pay is unfair in our opinion. If there was a way to lower the 80% ... even at the expense of raising the 15%, it would serve a more just offering to a struggling population.

The second comment concerns the Housing Authority in the Pittsburgh Area who include the maximum amount of assistance offered with CAP enrollment, as the exact amount that each customer will receive IN FULL from the CAP. (The maximum amount of electricity that DLCO will subsidize to a Residential Service customer in year is \$1500). Numerous Housing Authorities in the area are including the amount of \$1500 in a tenants' total income and using that (incorrect) total to increase the rent. In fact, most residents of a high rise will use less than \$200 or \$300 of the \$1500 possible subsidy in the 12 months. Many seniors are requesting removal from CAP to avoid a \$75 (or more) increase in their monthly rent. You can confirm this statement by calling any of the Housing Authorizes. The last one we checked with was Supportive Housing Management Services at 412.829.3910. That Housing Authority states the policy of including \$1500 in the total calculation of a tenant's yearly income is the law. We believe, however, it is merely an incorrect interpretation of a statute... and an unjust and immoral burden on seniors.



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January 23, 2019

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11/05/2018

032A 0061833848

Docket # L-2018-3004948  
Commonwealth of Pennsylvania  
PA Public Utility Commission  
400 North Street  
Harrisburg PA 17120

17120-007999

