

# DP&L IS BUILDING A SMART ENERGY FUTURE.

Recently, DP&L filed with the Public Utilities Commission of Ohio (PUCO) its Distribution Modernization Plan. The plan will aid DP&L in transforming to a smart energy future to meet the emerging demands of our customers. DP&L intends to achieve this vision by using the latest technology to provide customers with information, choices, and ways to interact with their utility.

DP&L proposes to invest \$576 million in capital projects over the next decade providing direct customer benefits through a robust, efficient electric grid.

The initiatives will allow DP&L to be ready to integrate Electric Vehicle (EV) charging infrastructure and Distributed Energy Resources (DERs) into its grid, including demonstrations of Community Solar, Energy Storage, and Microgrids.

The plan will bring DP&L customers a range of benefits through

program offerings, dynamic usage information, improved communications regarding service and outage status, an enhanced customer portal, improved outage restoration, and overall improved grid reliability.

Contingent upon PUCO approval, DP&L will begin its digital transformation with the addition of advanced metering infrastructure to improve overall system reliability and performance.

DP&L is committed to accelerating a safer and greener energy future while providing reliable and affordable energy service to our customers. With the Distribution Modernization Plan filing, DP&L is taking the next step in our transformation to a smart energy future.

Learn more at [dpandl.com/answers](http://dpandl.com/answers).

## MyDP&L

MyDP&L makes managing your account online quick and easy!



Create a MyDP&L profile to manage your account online on any device to:

- View and pay your DP&L bill
- Enroll in billing and payment programs like E-Bill, Budget Billing and Pay Agreements
- Request moving service changes (residential only)
- View up to 24 months of billing, payments and usage
- Manage multiple service accounts on a single profile
- Manage your Electric Choice options
- Update your contact information

It's simple, you just need your account number and zip code to sign up! Visit [mydpandl.com](http://mydpandl.com) to get started.

## Useful Resources to Help with Winter Electricity Bills

According to the Department of Energy, nearly half of energy is used during winter months to heat homes. DP&L understands that high winter bills can be a challenge for our customers, which is why we offer many assistance options to help manage winter energy bills.



**Budget Billing:** Take the surprise out of your DP&L bill by paying the same amount each month. We'll "settle up" in August – your August bill will reflect a credit or balance due. Because when you know what to expect, it's easier to manage your budget.



**Payment Assistance:** The State of Ohio offers assistance programs based on household income. Learn more. The United Way's HelpLink is available by calling 2-1-1. Connect with a live person 24 hours a day who can help you navigate community resources that may be able to assist.



**Pay Agreements:** If you have a past due balance, DP&L offers Pay Agreements to help you get caught up. We offer three options to help spread the costs of past due bills.



**Gift of Power:** Gift of Power is DP&L's one-time emergency relief fund for customers who suffer hardship and need assistance with winter heating bills. The program is administered by The Salvation Army. Customers who have received a disconnection notice can apply for 2019 assistance beginning January 22.

Learn more at [dpandl.com/winter](http://dpandl.com/winter).

DP&L

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800-433-8500

Visit Us Online  
[dpandl.com](http://dpandl.com)