

Dayton Power and Light created this brochure to provide you with information about the services we offer. If you have any questions, you can send an email via our website, www.dpandl.com/email or call us at 937-331-3900 or 800-433-8500.

Your Electric Service

If you're new to the area, call us to establish service. Our customer representatives will ask your name, the address where you wish to establish service and your telephone number. If a customer fails to establish credit worthiness, we have to ask for a security deposit to ensure that unpaid bills do not become a burden for all customers. The deposit is usually a little more than the average monthly bill. If you maintain a good payment record for one year (two years for non-residential accounts), the full deposit amount plus interest will be credited to your account. A guarantor may be provided instead of a deposit. The customer of record is responsible for paying the DP&L bill. Call us at least three working days in advance if you need to disconnect or transfer service.

Installation of Service

If you are planning to build a new home, contact us at least two months before you need electric service. We'll send out a DP&L representative to your site and conduct an electric survey. Our representative will let you know what you need to do to get your service installed.

Disconnection and Reconnection of Service

There are certain situations that may cause DP&L to disconnect a customer's service. Some of these include disconnection at the customer's request; fraud, loss or damage; danger; and non-payment.

To have service restored because of non-payment requires payment of the past due amount or any previous pay agreement plus reconnection charge(s). A security deposit or guarantor will be required if no paid deposit or guarantor exists on your account.

Service reconnections are performed on normal business days, Monday-Friday. To reconnect on the same day of your request, you need to pay the full amount due by 3 p.m. that day. You must call the Customer Solutions Center to notify DP&L that you've

made the payment and are ready to reconnect. If we receive your call notifying us of payment after 3 p.m. Monday - Friday, we will not be able to reconnect your service until the next business day.

For safety reasons, we recommend that a responsible adult be home when your service is reconnected. If this is not possible, we can reconnect service only if all breakers are off or fuses are pulled. For your safety, you should turn off all appliances in your home prior to reconnection.

Material Changes in Customer Equipment

Call DP&L as soon as you know that you will need a change in your equipment or in our facilities that serve you. You may be responsible for charges associated with changing the equipment. Some examples of material changes in customer equipment include: upgrading your service, adding three-phase service, relocating facilities and adding facilities.

Rates

DP&L's rates and tariffs are available for review at the company's office upon request, our website at www.dpandl.com, the PUCO's website at www.puco.ohio.gov or you may request a copy be sent to you. Information regarding energy efficiency programs can also be found at the company's website at www.dpandl.com/save. Customers may request up to 24 months of usage history and 24 months of payment history free of charge. Customers may review a copy of the electric service and safety standards on the PUCO's website or obtain a copy from the PUCO upon request.

Meter Installations

DP&L will install one meter and metering equipment for each customer premise. Contact DP&L as soon as you know that you need a meter installation. Meters we install remain our property. There may be charges that you will be responsible for.

Protecting Your Account Information

As a part of Ohio Electric Choice, DP&L is required to include your name, address and usage information on a list of eligible customers that is made available to other electric service providers. You can remove your name from this list online at www.dpandl.com/removename or by calling DP&L.

For More Information

If your complaint is not resolved after you have called Dayton Power & Light, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers' Counsel represents residential utility customers in matters before the PUCO. The OCC can be contacted at 877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.pickocc.org.

Dayton Power and Light

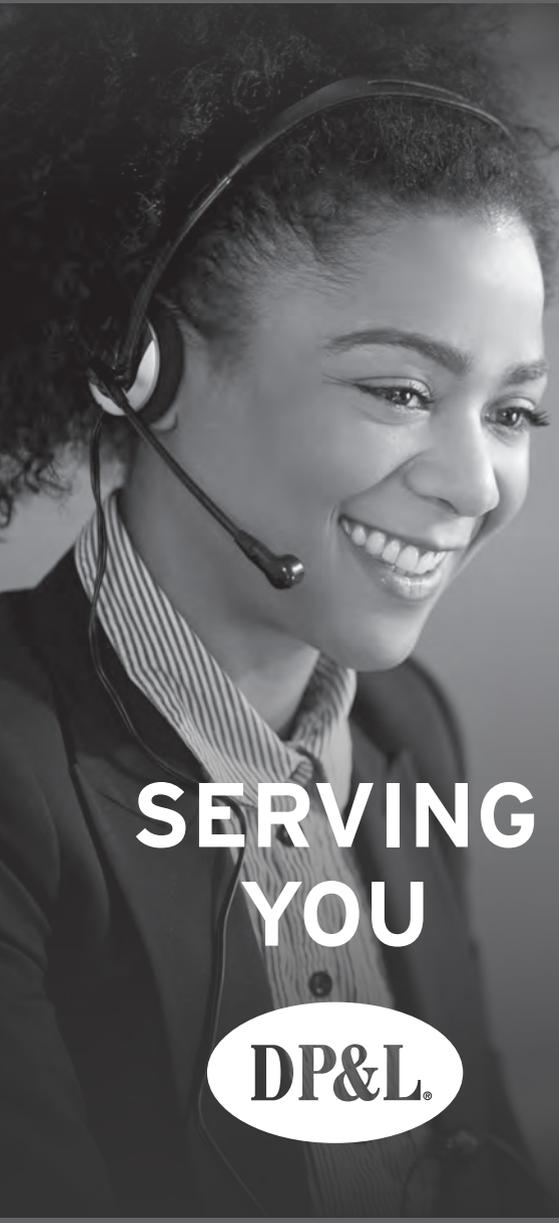
Customer Service
800-433-8500 • TTY 800-750-0750
PO Box 1247 Dayton, OH 45401 • www.dpandl.com

Public Utilities Commission of Ohio

Consumer Services Department Public Interest Center
800-686-7826 • TTY 800-686-1570
180 East Broad Street Columbus, OH 43215
www.puco.ohio.gov

The Ohio Consumers' Counsel

877-742-5622
10 West Broad St., Suite 180 Columbus, OH 43215
www.pickocc.org



**SERVING
YOU**

DP&L

Meter Testing

Periodically, we test meters to ensure their accuracy. We may need to gain access to the meter to conduct this testing. Customers may request that their meter be tested, free of charge, once in a 36-month period. For each additional test within 36 months, there may be a charge for the test unless the meter proves to be faulty.

Meter Reading

DP&L is required to obtain an actual meter reading when you initiate or terminate electric service if the meter has not been read within the preceding 60 days. If the meter has not been read within the preceding 33 to 59 days, you have the option to have an actual meter read at no charge. Customers may also request two actual reads per calendar year, at no charge, if the customer's usage has been estimated for more than two of the preceding, consecutive billing cycles or there are reasonable grounds to believe the meter is malfunctioning.

Our Employees Carry ID

All of our employees carry photo identification cards. If you aren't sure if the meter reader or service person is a DP&L employee, ask them to present identification and state the reason for the visit. If you're still not sure, call us before allowing the person into your home.

Call Before You Dig, 800-362-2764

At least 48 hours before you start any kind of digging or construction on your property, call the Ohio Utility Protection Service (OUPS) to check the location of underground utility lines.

DP&L Payment Options

Mail - We provide a self-addressed envelope with your statement to make paying by mail easy. Please allow 7 days.

Pay Agents - DP&L accepts payments at authorized agents throughout our 24 county service territory. Visit www.dpandl.com, or call DP&L customer service to find out the location of the agent nearest you.

eBill - A free paperless service that DP&L provides for online delivery of your monthly bill. It includes options for making recurring and one-time payments.

Automatic Payment Plan - This plan allows you to have your DP&L bill amount automatically deducted from your bank account. You'll still receive a statement each month that shows your energy usage.

Speedpay - A convenient way to pay your bill without writing a check. When you access the Speedpay website or call the Speedpay automated phone line, you can make an electronic payment to your DP&L bill using your bank account, ATM/debit card, Visa, MasterCard or Discover. All online and phone payments are processed through Western Union Speedpay, an independent service provider. Payments made through the Speedpay option Monday-Friday before 7 p.m. Eastern Standard Time will post to your account the next business day.

Payment Assistance Programs

Budget Billing - Budget Billing helps you manage your electric costs by paying the same amount each month. The Budget Billing amount is based on historical usage and may be adjusted to reflect abnormal weather conditions or changes in usage patterns.

Extended Payment Plan - If you're having trouble maintaining energy service, contact us for a payment plan. Available payment arrangements include one-third, one-sixth and one-ninth payment plans.

Third Party Notification - You may arrange for a third party to be notified if your household faces loss of service. The third party may be a friend, relative, minister or organization. Notice will be sent to both you and the designated third party.

Medical Certification Program - If you receive care for a serious medical condition and need help paying your energy bill, you may qualify for this program. You must be a permanent resident and you must be certified by a licensed physician, a local Board of Health physician, physician assistant, clinical nurse specialist, certified nurse practitioner, or certified nurse-midwife. DP&L can defer payment for 30 days, up to 90 days per household per year.

Percentage of Income Payment Plan (PIPP^{PLUS}) - Ohio's PIPP^{PLUS} program can help you maintain your energy service by allowing you to pay only a percentage of your income year-round for your energy use. PIPP^{PLUS} is available to customers who have a gross yearly household income at or below 150% of the federal poverty guidelines. Incentives are provided for making payments on time. To determine if you are eligible or PIPP^{PLUS} contact your Local Community Action Agency.

Agency locations can be found at www.energyhelp.ohio.gov or by calling the Home Energy Assistance Program (HEAP) office at 800-282-0880.

Ohio's Graduate PIPP^{PLUS} program is a transition assistance program for previous PIPP customers. Incentives are provided for making payments on time. Ohio's Post-PIPP is a program available for closed accounts. It provides an opportunity to have a portion of the unpaid PIPP^{PLUS} debt forgiven when customers make payments over 12 months following the final bill.

Home Energy Assistance Program (HEAP)

800-282-0880 - HEAP provides assistance paying your winter heating bill depending on the size of your household, your total income and the type of heating fuel you need.

Emergency Home Energy Assistance Program (EHEAP)

800-282-0880 - From November 1st to April 15th, if you are unable to pay your energy bill or have less than a 10-day supply of heating fuel, EHEAP may provide funds to continue or restore your service for up to 30 days. You may also be able to use the funds to help repair a heating system.

DP&L's Gift of Power Program

Gift of Power funding is available to customers who are having difficulty paying their winter heating bills and are at the point of disconnect. Program dates start in January (the day after Martin Luther King Day) and run through April 15. Contact The Salvation Army at 937-528-5145 to apply or go to our website at www.dpandl.com/gift for more information.

Ohio Electric Choice

Competitive Retail Electric Service Providers -

Customers can obtain a list of competitive retail electric service providers by contacting DP&L at 800-929-8646 or on its website at www.dpandl.com/supplierlist.

Alternative Supplier Default, Switching Cost -

Customers returning to DP&L's standard offer due to default, abandonment, slamming or certification rescission of an alternative generation supplier will not be liable for costs associated with the switch.

Cancellation Rights

If a change in generation supplier is initiated for a residential customer or small commercial customer, DP&L will send a notice

confirming the change. The customer has a right to cancel any change in supplier within seven calendar days after the notice has been sent by calling DP&L at the telephone number on the notice.

In the Event of Slamming

If a customer's electric bill reflects a supplier not chosen by the customer, the customer should call the PUCO to initiate a slamming investigation. If the PUCO determines that the customer's service was changed without authorization: the customer will be switched back to their previous supplier without charge to the customer; the customer's account will be credited for any switching fees resulting from the customer being switched without proper authorization; and the customer will be credited or reimbursed for any charges in excess of what the customer would have paid absent the unauthorized change in electric service provider, excluding distribution charges.

If a customer participates in the PIPP^{PLUS} program or in government aggregation, the customer's generation and/or transmission supplier may be different than DP&L. In the case of an opt-out aggregation program, the customer would have been switched by their local government unless that customer affirmatively "opted-out" of the program.

Confidentiality

DP&L treats customer information with confidentiality. We will not disclose a customer's account number, social security number or customer energy usage data that is more granular than monthly historical consumption data without the customer's written consent. The only exceptions are consumer credit evaluation, collection and credit reporting, alternative supplier credit and collections, participants in programs funded by the universal service fund, such as PIPP^{PLUS}, governmental aggregation and as ordered by the PUCO, another government agency or the courts. The PUCO is not prohibited from accessing records or business activities that would allow it to effectively monitor customer calls to DP&L's call center.

Environmental Disclosure

Customers may obtain a copy of DP&L's approximate generation resource mix and environmental characteristics on our website at www.dpandl.com/disclosures or by requesting a hard copy.