



| Customer Service Hours | |
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| Call Us | 8 a.m. to 5 p.m. Monday - Friday Closed weekends |
| Contact Numbers | |
| Customer Service | 937-331-3900 (Local) 800-433-8500 (Toll Free) |
| Outages (available 24/7) | 877-4OUTAGE 877-468-8243 |
| “Call Before You Dig” | 800-362-2764 |
| Hearing Impaired | 800-750-0750 (TDD/TTY Phone) |
| Accessibility Options | For enlarged bills, braille bills or Spanish-speaking operator: call 800-433-8500 |
| Payment Options | |
| Pay Online | Visit dpandl.com |
| By Phone Using Speedpay | 866-305-3095 |
| Payment Drop Box | 1900 Dryden Road Dayton, OH 45439 |
| Pay Agent Locations | Visit dpandl.com |
| Payments Without Stub or Billing Inquiries | PO Box 1247 Dayton, OH 45401-1247 |

Additional Information

If your complaint is not resolved after you have called Dayton Power & Light and/or your supplier, 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 puco.ohio.gov. Hearing or speech-impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service).

The Ohio Consumers’ Counsel (OCC) 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 pickocc.org.

Abbreviations

P - Poles L - Lamps * - Adjustment
S - Spans HEAP - Home Energy Assistance Program

| Explanation of Billing Terms | |
|------------------------------|---|
| Actual Reading | A reading taken from your meter. |
| Delivery Charge | Utility charges assessed to all customers associated with equipment used to bring power to your home or business, billing and customer services and Ohio energy efficiency related programs. |
| Estimated Reading (E) | On the months we do not read your meter, we calculate your bill based on past usage. Adjustments may be needed later when we take an actual meter reading. If you would like to read your meter to avoid estimated bills, call the account information number on the front of the bill with your meter reading. |
| Kilowatt Hour (kWh) | The unit of measure for electricity. For example, you use one kilowatt hour of electricity to light a 100-watt bulb for 10 hours. |
| Late Payment Charge | A 1½% late charge added to the overdue amount if you do not pay your bill by the due date for prompt payment. |
| PIPP PLUS | Percentage of Income Payment Plan |
| Supply Charge | Charge associated with the generation of electricity including market-based transmission and ancillary services. |

To report or get more information about a power outage, call 877-4outage (877-468-8243) or report via web or smartphone at dpandl.com/report. You’ll use the phone number on your account or your account number to report.

Pay your bill over the phone or online with Speedpay. Payments can be made for a small fee by credit card (Visa, Mastercard or Discover) or free of charge when paying by checking or savings when calling Speedpay at 866-305-3095 (DP&L’s authorized telephonic agent) or visit our website at dpandl.com. Payments can be made 7 days a week, 24 hours a day.