



Duquesne Light Company ServiceLine

An EZ-Route to Faster Customer Service

New ElectriCall Feature Provides Quicker, Direct Access to Information & Services You Want

From home computers to microwave ovens to electric power tools, there's little doubt that technology has made our lives easier.

At Duquesne Light, we realize that for any technology to provide benefits for our customers, it must be easy to use. Our self-service telephone system – known as ElectriCall – provides you with around-the-clock access to information in a variety of areas, including your account balance, transferring service when you move, service restoration, payment arrangements and the Electric Choice program, to name just a few. Our new “EZ-Route” system will allow you to access information and services even quicker.

EZ-Route enables you to navigate through ElectriCall without having to take the time to listen to all of the various telephone prompts. With the touch of a few buttons, EZ-Route quickly directs you to the customer service area you want.

Here's how EZ-Route works if you are calling to get your account balance. After dialing our customer service line at 1-888-393-7100, you can speed through EZ-Route as soon as you begin to hear our greeting by simply pressing “311.” That will take you to the billing area, where you can get your account balance. To ensure security for your personal information, you will have to use your phone pad to enter either your account number, telephone number or Social Security number.

Other EZ-Route numbers enable you to quickly report a power outage, transfer service when moving or request company forms or pamphlets. We've included an EZ-Route reference guide on this page. You can cut it out, attach it to your refrigerator or save it in another convenient spot. ■



When you'd like even quicker access to Duquesne Light information and services, take the EZ-Route.

EZ-Route

Dial 1-888-393-7100

Trouble	Report Lights Out/Get Outage Update	1	1	
	Report Wire Down/Dangerous Condition	1	2	
	Report Street Light Problem	1	3	
	Report Partial Power/Other Power Problems	1	4	
Moving	Start New Service	2	1	1
	Move or Transfer Service	2	1	2
	Construction Matters	2	2	
Billing	Account Balance	3	1	1
	Copy of Your Bill	3	1	2
Payment Options	Credit Card Payment/Check-By-Phone	3	2	1
	ElectriCheck Information	3	2	2
	Change ElectriCheck Bank Information	3	2	3
	Cancel ElectriCheck	3	2	4
Credit Matters	Payment Arrangements	3	3	1
	Report a Payment	3	3	2
	Service Shut Off/Shut Off Notice	3	3	3
	Low-Income Programs	3	3	4
	Late Payment Charges	3	3	5
Billing Expanded	Account Changes	3	4	1
	Mailing Address	3	4	2
	DLCo Forms & Pamphlets	3	4	3
	Billing Questions	3	4	4
Electric Choice	Choice Information	4	1	1
	Supplier Lists	4	1	2
	Price to Compare	4	1	3
	Account Balance	4	1	4
	Choice Questions	4	1	5
All Other - General Business	Featured Information	4	2	1
	DLCo Forms & Pamphlets	4	2	2
	Employee Directory/Department Listing	4	3	
	DLCo Services	4	4	
	All Other Matters	4	5	

