



SERVICE LINE



A power-filled publication brought to you by Duquesne Light

We're on **Target** When it Comes to Delivering Accurate Bills

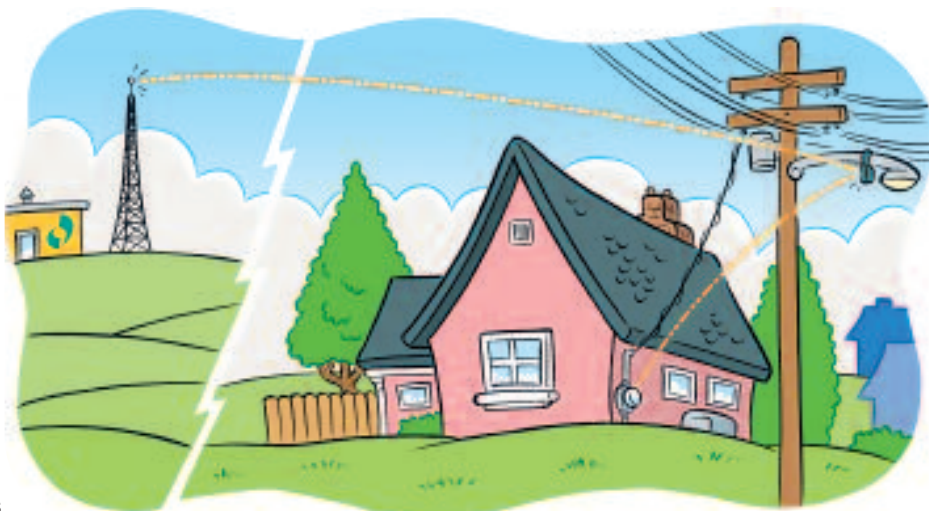
Providing you with an accurate billing statement each month is critical to Duquesne Light's efforts to deliver superior customer service.

To ensure that your monthly statement is accurate, we've virtually eliminated the estimated bill. In fact, over 99.5 percent of the more than 6.4 million bills that we sent out to residential customers last year were based on actual meter readings.

Duquesne Light uses an automated meter reading (AMR) system. This AMR system relies on wireless radio transmitters, enabling us to collect and process readings remotely, instead of having to send meter readers to gather the data. As a result, we're one of the few utilities in the state that reads customer meters every month.

By using actual meter readings — rather than estimates — to calculate monthly statements, your bills reflect your true electric usage. That means you don't have to worry about paying a higher "catch-up" bill after several lower estimated bills. The meter reading data available through our automated system also helps us to better respond to your billing questions.

We're employing this technology to provide you with the most accurate billing statement possible. It's another example of how Duquesne Light is continuously working hard to deliver superior customer service. 🐝



Duquesne Light is able to virtually eliminate estimated bills because it uses an automated system featuring wireless radio transmitters to read customer meters remotely each month.

Now is a Good Time to **Join Our Budget Payment Plan**

It may be hard to believe right now, but spring is just around the corner. Before you know it, many customers will be flipping on the air-conditioning to beat the heat.

Joining Duquesne Light's Budget Payment Plan is the best way to level out your electric payments, especially if you use more electricity to run air-conditioning during the warmer months. Under the budget plan, we determine the Budget Payment Plan Amount by averaging your electric usage for the current and previous 11 months. So, your payments will be about the same each month, even though your electric use may go up and down during the year.

Enrolling in our budget plan is easy. You don't even have to call. By simply paying the Budget Payment Plan Amount shown on page 3 of the bill, you will be automatically enrolled in the plan for the next 12 months. As a reminder to pay the Budget Payment Plan Amount, we'll show you the amount due and the number of months that you've been on the



plan at the bottom of the first page of each subsequent bill, just above the payment coupon. The 12th budget bill will show the difference between your actual monthly usage and the total budget amounts paid by you.

More than 30 percent of our customers are taking advantage of this free, convenient service. So, join our budget plan today — and enjoy the benefits of leveling out your bill payments throughout the year. 🐝



ElectriCall Makes it Easier to Report an Outage

ElectriCall — Duquesne Light's automated telephone system — is available 24 hours a day, seven days a week. By dialing 1-888-393-7000, you can use ElectriCall to report a power outage and to receive a restoration update without having to speak to a customer service representative. You'll be off of the phone more quickly. And that helps to keep the lines open for other customers who may need to report emergency conditions, such as a downed wire.

Besides the outage hotline, ElectriCall offers a customer service line at 1-888-393-7100. You can call the customer service line any time to take advantage of a variety of services, including checking an account balance, receiving your current billing due date, getting the required amount to re-establish a payment arrangement, or for more information on ElectriPay, ElectriCheck or other free company programs. ElectriPay lets you view and pay bills online, while ElectriCheck is our automatic bill payment service. Info also is available at www.duquesnelight.com. 🐝

BRINGING NEW ENERGY TO PITTSBURGH

Communications Highlight Importance of Infrastructure Work to Region's Future

Popping lunch in the microwave. Sending an email. Watching your favorite TV show. Many of the things that make a typical day typical are tied to electricity. These conveniences are available at the flip of a switch or push of a button because of a reliable electrical infrastructure — the wires, poles, transformers and other equipment that deliver electricity to your home or business.

Duquesne Light's plan to invest more than \$500 million over the next few years to upgrade the region's electrical infrastructure is ensuring that customers stay connected to a secure, safe, reliable source of energy. Under the plan, we're proactively replacing facilities and electrical equipment that have served customers well for decades, but now are nearing the end of their useful operating lives.

We're highlighting our infrastructure improvement efforts in a series of communications — including **ServiceLine** — featuring the "Bringing New Energy to Pittsburgh" theme. A number of employees who are involved in the infrastructure work also are helping to promote the importance of this major project through participation in Duquesne Light's Speakers Team and other communications.

Working Hard to Meet Your Energy Needs

Duquesne Light's infrastructure work is taking place throughout our service territory in Allegheny and Beaver counties. Projects range from upgrading underground lines and equipment that have been in service in suburban neighborhoods as far back as the

1960s, to improving power capacity to serve the expanding electricity needs of hospitals and universities in the Oakland area, to refurbishing the aging underground systems that power sections of downtown Pittsburgh and the growing North Shore district. And much more.

It takes a lot of poles, wires, equipment, vehicles and people to be able to provide the levels of service and reliability that you've come to expect from Duquesne Light. We recover our costs to maintain these service levels through the rates that we charge to deliver electricity to customers. These transmission and distribution rates, separate from what customers pay for the electricity itself, have not increased in almost 20 years.

The company soon plans to file a rate increase request with the Pennsylvania Public Utility Commission (PUC) related to this necessary infrastructure work. Any change in your rates would not

Need a Speaker for Your Next Meeting?
Duquesne Light representatives would like to discuss the benefits of our infrastructure program. For more information, contact us at dlspeakers@duqlight.com or 1-800-850-0563.

take place until after a full review of our request by the PUC, no earlier than Jan. 1, 2007. We will keep you informed during the process.

Over the decades, our region has changed. For 125 years, Duquesne Light has been meeting the electricity needs of Pittsburgh and the people who live here. Today, we remain committed to our region's vision of a bright future. Through our infrastructure improvement plan, we're working hard to ensure safe and reliable electricity for decades, and generations, to come. 🐝



Get Free Health Screening on 'Working Hearts Day'

Do you know your blood pressure or cholesterol numbers? If you'd like to find out if these readings put you at risk for heart disease, stop by "Working Hearts Day" on Thursday, April 27, at the PPG Wintergarden in downtown Pittsburgh. Free heart-health screenings are available from 8:30 a.m. to 2 p.m.

A coalition of more than 70 local organizations, Working Hearts also will hold its second annual community challenge in May. Duquesne Light is among the sponsors of the Working Hearts May Community Challenge, featuring a wide range of activities to get us all moving toward a healthier lifestyle.

For more information on Working Hearts Day or the May community challenge, go to www.workinghearts.org or call 412-594-2583. 🐝

Play it Safe when Flying a Kite

If a strong spring wind blows your kite into a power line or utility pole or tower, leave it alone. Don't try to retrieve it by yourself. Call Duquesne Light at 1-888-393-7100 for assistance. Here are some other safety tips for kite flying:

- always use dry string, wood and paper in your kite;
- never fly kites in the rain;
- choose a wide-open space — far away from streets, television and radio antennas and power lines; and
- never use metal, wire, metallic string or cloth in your kite.

Flying a kite in the springtime can be a lot of fun — especially if you play it safe. 🐝

HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

Good Friday
 April 14 — Open

HOW TO REACH DUQUESNE LIGHT

Customer service 1-888-393-7100

Walk-in office

Downtown Pittsburgh, 708 Smithfield St. (in the block between Seventh and Liberty avenues)
 Open Monday-Friday, 8 a.m. to 4:30 p.m. (best hours to visit are between 9 and 10 a.m. and 2 and 4:30 p.m.)

Outages and Emergencies

All customers 1-888-393-7000
 This emergency phone number answers 24 hours a day, every day. When **ElectriCall®** answers, you can immediately report a power outage by following the easy steps.

TDD (Telecommunications Device for the Deaf) 412-393-4320

Credit & Collection 412-393-7200

Universal Services 1-888-393-7600

Department and Employee Directories 412-393-6000

Time & Temperature 412-391-9500

www.duquesnelight.com

Information on a wide range of topics related to your electric service.



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