



SERVICED LINE



A power-filled publication brought to you by Duquesne Light

Infrastructure Work to Help Us with Summer Storm Response

Duquesne Light's plan to invest more than \$500 million in the region's aging electric infrastructure over the next several years is ensuring customers are connected to a safe and reliable source of electricity for decades, and generations, to come. But our proactive efforts to upgrade facilities and electrical equipment also are designed to have an immediate impact on maintaining reliability, including during the summer storm season.

Our infrastructure work includes converting electrical circuits from 4-kilovolts to 23-kilovolts in areas throughout Duquesne Light's service territory. We're also extending 23-kV circuits in other neighborhoods. The higher-voltage circuits are able to use newer technology, including remote switches that enable us to automatically re-route power during storms and other outages to quickly restore service to large blocks of customers.

Converting to higher-voltage circuits is just part of our commitment to keeping you connected to a reliable, secure source of energy when storms hit our service area. For example,



tree limbs falling onto power lines cause many storm-related outages. Duquesne Light's ongoing vegetation management program focuses on keeping those lines clear of troublesome trees and brush. We also use preventative maintenance programs to detect and correct problem spots on our system and conduct a series of storm drills in advance of the summer season.

While technology and preventative maintenance help, our lineworkers and other service personnel are the key to the company's storm

response. These workers are stationed at the nine service centers strategically located throughout our territory and at our operations center. When bad weather is anticipated, storm team members shift into emergency mode, prepared to restore service to affected customers as quickly and safely as possible.

Nothing can prevent Nature's fury. But we're working hard to reduce the number of, and the

time needed to correct, power outages caused by severe weather. Duquesne Light's infrastructure work will help us with these efforts during the upcoming summer storm season. ⚡

To report outages and receive an estimated time of service restoration, call our ElectriCall outage hotline at 1-888-393-7000.

Duquesne Light Requests First Base Rate Adjustments in 20 Years

After 20 years without a base rate request, Duquesne Light recently filed for rate adjustments with the Pennsylvania Public Utility Commission (PUC). The proposed rates, which would be below 1992 levels, would help the company to offset increased costs to provide service, including its ongoing upgrade of the region's electric infrastructure.

"We are investing more than \$500 million in the region's electric infrastructure to ensure local residents — and businesses and communities that are so critical to this region — are connected to a secure, safe and reliable source of energy," said Morgan O'Brien, Duquesne Light president and chief executive officer. "While our transmission and distribution system has served customers well for decades, various components are nearing the end

of their useful operating lives. Replacing older, outdated and inefficient equipment is a necessary, proactive investment that also is creating several hundred

If Approved, Customer Rates Still Would Be Lower Than in 1992.

new jobs for our community. This upgrade of the wires, poles, transformers, substations, underground circuits and other equipment that deliver power to our customers is ensuring that the region will be able to support new business growth and other forms of economic development by meeting the changing and expanding energy demands of the new century."

For a residential customer using 600 kilowatt-hours per month, PUC approval of

Duquesne Light's request would result in a \$12 increase in the overall monthly electric bill. The proposed total new rate of approximately 12.6 cents per kilowatt-hour is about 10 percent less than what that customer was paying 15 years ago.

By way of comparison, pricing for other utilities has increased significantly since 1992. Natural gas prices in Pennsylvania are up 115 percent, while, on average nationally, water and sewerage rates have increased 64 percent and the average cost of cable and satellite TV service has increased 78 percent.

Duquesne Light expects PUC review of its request to take approximately nine months. As a result, we believe any change in your rates would not go into effect until early January 2007. ⚡

'Stay Warm' Lends Helping Hand to More than 9,000 Customers

More than 9,000 customers took advantage of Duquesne Light's "Stay Warm" programs, established to help those in need during the winter of 2005-06. The five Stay Warm programs, which ran through March 31, extended the safety net by helping disconnected, low-income customers have their service reconnected and providing other working poor customers credits of up to \$150 to offset arrearages on their accounts (other than their current month's bill).

Overall, Duquesne Light matched more than \$1 million in customer payments. A total of 170 customers had their service restored through the programs.

While Stay Warm was designed for the winter months, we have various other programs that provide assistance to customers in need throughout the year. For more information on any of our universal services programs, call us at 1-888-393-7100. ⚡

Sign Up Your Kids for the 'Art Mart' at the Arts Festival



Do you know any budding young artists? If so, sign them up for the Duquesne Light "Art Mart" at the Three Rivers Arts Festival.

On Saturday, June 10, the Art Mart will provide children under the age of 18 with their own setting to display and sell their creations. At last year's festival, dozens of young artists

participated in the inaugural Art Mart, with large crowds browsing, and buying, a variety of original creations, including paintings, jewelry, sculptures and crafts.

All forms of original artwork are welcome. Participants will receive free display space and an exhibitor's T-shirt. Program space is limited. Parents or guardians must register their aspiring artist by May 26. Go to www.duquesnelight.com and click on "Kids' Art Mart" to submit an application or for more details.

Visit Us at the Artist Market

The 2006 Three Rivers Arts Festival — running June 2-18 — will once again showcase the work of local and national artists in galleries and public art spaces throughout downtown, while presenting more than 100 free performances of music theater and dance.

Duquesne Light returns as the sponsor of the festival's Artist Market, featuring more than 300 artists. At the Artist Market, you can watch these skilled individuals demonstrate their unique craft — with the opportunity to purchase one-of-a-kind creations.



While you're there, be sure to stop by Duquesne Light's booth in Gateway Center. Youngsters and other visitors can connect with their artistic side by taking a brush to one of our booth's large murals depicting classic Pittsburgh scenes. You also can enter a drawing to win an original work from one of the festival's "emerging artists." 🐝

Protect Yourself from Scam Artists

April showers bring May flowers. Unfortunately, the spring also brings out a new crop of scam artists. One way that these criminals try to get into homes is by posing as utility workers. In many cases, scam artists work in pairs, with one person distracting the homeowner, while an accomplice steals money and valuables.

Make sure that you take the proper precautions to protect yourself from becoming a victim. If a stranger knocks on your door posing as a utility worker, don't open it. Ask the person to hold up his or her company identification card. Examine it carefully. If it looks suspicious, or if you still feel uncomfortable about letting a stranger into your home, call the company the person claims to represent, or call the police.

Duquesne Light uses an automated system to remotely read the meters of a majority of its residential customers, so, in most instances, one of our employees would not have to come into your home to gather the data. If the person at your door says he or she is with Duquesne Light, you can call us at 1-888-393-7100. We'll let you know if we have workers scheduled to be in your neighborhood. 🐝

Planting 'Right Tree in Right Place' Helps to Ensure Reliable Electric Service

Strong winds from a summer storm can send tree limbs — or, in some cases, an entire tree — crashing into electrical lines, causing a



power outage. Duquesne Light manages a vegetation program that uses qualified line-clearance professionals to minimize outages from toppled trees or broken limbs. These professionals apply pruning methods approved by the American National Standard Institute (ANSI) that are viewed as best industry practice and promote tree health.

One easy way that you can help our vegetation management program ensure reliable electric service is by following the "right tree in the right place" approach when planning landscaping around your residence. Trees grow to different mature heights and widths. Before

you grab a shovel, find out how high and wide your tree should grow, and size up the area where you plan to plant it. Look up, side to side and down, noting all obstructions that may hinder the growth of your selected tree. You should be especially aware of overhead power lines. Eventually, trees growing too close to electric wires either will have to be pruned or removed. Prevent the need for utility pruning of your landscape in the future by thinking ahead and selecting the proper plants.

If you have questions about tree planting and maintenance, contact your local certified arborist, tree care professional or garden center expert. Applying the proper planting and maintenance practices will ensure a tree's longevity for everyone to enjoy. 🐝

For your personal safety, never remove or prune trees in and around energized wires. Only qualified professional arborists should perform this type of tree work.

HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

Good Friday
April 14 — Open
8 a.m. to noon

Memorial Day
May 29 — Closed

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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