



# SERVICEDLINE



**A power-filled publication brought to you by Duquesne Light**

## Take the 'EZ-Route' to Faster Customer Service

**It's the Quickest Way to Access Information and Services You Want**

Duquesne Light knows that most customers want to spend as little time as possible doing business over the phone. Our self-service telephone system — **ElectriCall** — provides you with around-the-clock access to a variety of information and services without having to speak to a customer service representative. You can use **ElectriCall** to check your account balance, report a power outage, or report a payment — to name just a few options.

Our "EZ-Route" system allows you to access information and services quicker. With EZ-Route, you can navigate through **ElectriCall** without having to take the time to listen to all of the various telephone prompts. By touching a few buttons, EZ-Route quickly directs you to the customer service area that you want.

To access EZ-Route, dial our customer service number at **1-888-393-7100**. As soon as the greeting begins, you can press a two- or three-digit code that corresponds to your area of interest. For example, if you're calling to get your account balance, simply press "3-1-1." That will take you to the billing area, where you can get the balance. To ensure security for your personal information, you will have to use your phone pad to enter your account number, telephone number or Social Security number.

There are EZ-Route numbers for a variety of other services. We've included a reference guide on this page. You can cut it out, and keep it near your phone or in another convenient spot when calling us. ☎



**EZ-ROUTE 1-888-393-7100**

<b>Trouble</b>	Report Lights Out/Get Outage Update *	1	1	
	Report Wire Down/Dangerous Condition	1	2	
	Report Street Light Problem	1	3	
	Report Other Power Problems	1	4	
<b>Moving</b>	Start New Service	2	1	1
	Move or Transfer Service	2	1	2
	Construction & Wiring Matters	2	2	
<b>Billing</b>	Account Balance *	3	1	1
	Copy of Your Bill *	3	1	2
<b>Payment Options</b>	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
<b>Credit Matters</b>	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
<b>Billing Expanded</b>	Account Changes	3	4	1
	Mailing Address *	3	4	2
	DLCo Forms & Pamphlets *	3	4	3
	Billing Questions	3	4	4
<b>Electric Choice</b>	Select DLCo as your Generation Supplier *	4	1	1
	Price to Compare *	4	1	2
	Choice Questions	4	1	3
<b>All Other - General Business</b>	DLCo Forms & Pamphlets *	4	2	
	Employee Directory/ Department Listing *	4	3	
	Vegetation & Tree Related Questions	4	4	
	All Other Matters	4	5	

\* Self-service function in our telephone system

# We're Joining MCG Jazz to Bring Cool Music to Hot Summer Spots

For two decades, MCG Jazz at Pittsburgh's Manchester Craftsmen's Guild (MCG) has been preserving, presenting and promoting jazz music. We're helping to commemorate Grammy Award-winning MCG Jazz's 20th anniversary by sponsoring the "Duquesne Light Summer Outreach Program."

As a tribute to the city's rich jazz tradition, MCG Jazz is bringing cool jazz to hot summer spots, including free Citiparks performances at Riverview Park, the Mellon Park Rose Garden, the Highland Park Reservoir and Schenley



Park's Flagstaff Hill. Others partnering with Duquesne Light and MCG Jazz on this special program designed to educate and entertain are the Children's

Museum of Pittsburgh, The Andy Warhol Museum, the Omni William Penn Hotel and The Pittsburgh Jazz Society.

The Duquesne Light Summer Outreach Program is part of a yearlong MCG Jazz celebration that includes more than 100 events through next May.

For more information, visit [www.mcgjazz.org](http://www.mcgjazz.org) or call MCG at 412-322-0800.

## Budget Payment Plan Can Help to Cool Off Summer Electric Bills

Duquesne Light is a "summer peaking utility," which means, overall, our customers use more electricity during the warmer months than the colder ones. The main reason that power demand peaks for us during the summer is because customers are running air conditioning to cool their homes and businesses.

June, July and August are prime months for air conditioning. For many of our customers, that means higher electric bills during these months. Joining Duquesne Light's Budget Payment Plan helps to level out your billing statements throughout the year.

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 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 indicate at the bottom of the first page of each subsequent bill the budget amount due and the number of months that you've been on the plan. The 12th budget bill will show the difference between your actual monthly usage and the total budget amounts paid by you.

# Sign Up to Win Tickets for Pirates Game on July 14

You also can See the Bucs for Six Bucks on 'Duquesne Light Customer Appreciation Night'



## DUQUESNE LIGHT CUSTOMER APPRECIATION NIGHT

At PNC Park - Friday, July 14, at 7:05 p.m.  
Special Discount for Duquesne Light Customers  
(ALL FANS WILL RECEIVE A PIRATES XTREME CAP)

### Pittsburgh Pirates vs. Washington Nationals DUQUESNE LIGHT CUSTOMER ORDER FORM

(All orders must be received by Friday, June 30)

Name:	Quantity
Address:	OF Box @ \$16 = \$ _____ <small>(Regularly Priced at \$20)</small>
City/State/ZIP:	GStand @ \$12 = \$ _____ <small>(Regularly Priced at \$16)</small>
Phone 1:	L/R G.S. @ \$6 = \$ _____ <small>(Regularly Priced at \$9)</small>
Phone 2:	Shipping + \$ 2.00
Email Address:	Total Enclosed: \$ _____ <small>Please do not include form with your bill payment.</small>
Make Checks Payable To: Pittsburgh Pirates	Mail To: Duquesne Light Offer Pittsburgh Pirates 115 Federal St. Pittsburgh, PA 15212
Payment: Visa MC AMEX Discover Check #	
CC #	Exp. /

How would you like to take in the Pirates game on Friday, July 14, with a dozen family members or friends? As part of "Duquesne Light Customer Appreciation Night" at PNC Park, we're giving away a package of 13 tickets to a lucky customer for that evening's game against the Washington Nationals.

To enter the drawing, go to [www.duquesnelight.com](http://www.duquesnelight.com) and complete the online form. Entries will be accepted until July 10.

The Pirates also are offering Duquesne Light customers a discount on selected tickets to the

game. You can purchase a L/R grandstand seat for \$6. There also is a \$4 discount on OF box and grandstand seats.

To take advantage of this offer, fill out and mail the order form above to the Pirates. Orders must

be received by Friday, June 30.

Come and cheer on the hometown Pirates on Duquesne Light Customer Appreciation Night at PNC Park.

### HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

*Independence Day*  
July 4 — Closed

### HOW TO REACH DUQUESNE LIGHT

Customer Service .....1-888-393-7100  
Outages and Emergencies.....1-888-393-7000  
TDD (Telecommunications Device for the Deaf) .....412-393-4320  
Credit & Collection .....412-393-7200  
Department and Employee Directories .....412-393-6000



Printed on recycled paper  
Issue 2006-04