

SERVICELINE

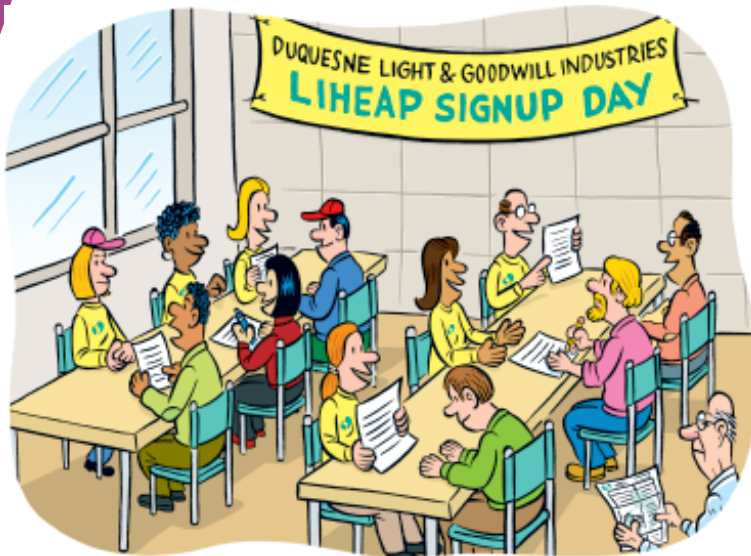


A power-filled publication brought to you by Duquesne Light

Company Volunteers to Lend a Hand on LIHEAP Signup Day

For the third year in a row, Duquesne Light employee volunteers will spend a Saturday in November assisting low- and limited-income individuals to apply for grants to help pay their winter heating bills. This year's Low Income Home Energy Assistance Program (LIHEAP) signup day is scheduled for Saturday, Nov. 11, from 9 a.m. to 1 p.m. Company volunteers will be on hand at the following sites:

- Goodwill Industries, 345 Fifth Ave., McKeesport
- Holy Family Institute, 19 May St., McKees Rocks
- Goodwill Industries, Rochester Plaza, 750 Ohio River Blvd., Rochester
- Goodwill Industries, 2600 E. Carson St., South Side
- Holy Family Institute, Towne Centre Offices, 1789 S. Braddock Ave., Suite 585, Swissvale



Completing applications early will increase your chances of receiving a grant. Check the LIHEAP income guidelines in the boxed item at left. Applicants should bring: proof of all household income for either the past 30 days, 90 days or 12 months; their latest electric and natural gas bills; and Social Security or current medical assistance cards for all household members. Copies of documents will be made for free, and all applications will be hand-delivered, saving you postage. 📧

2006-2007 LIHEAP GUIDELINES	
Household Size	Maximum Yearly Income
1	\$14,700
2	\$19,800
3	\$24,900
4	\$30,000
5	\$35,100
6	\$40,200
7	\$45,300
8	\$50,400

*For each additional person, add \$5,100 yearly.

AT THIS TIME OF YEAR, we're particularly concerned about customers without power. As a result, we make an extra effort to contact these customers before cold weather settles in. We mail a letter, try to contact the customer by telephone twice (during peak and non-peak hours) and, finally, send a field representative to the residence. When talking with customers, we'll provide them with the best options for restoring service. If the field representative does not make contact during a visit, he or she will leave a packet of information on what steps must be taken to re-establish service at the location. 📧

INFRASTRUCTURE WORK ON TRANSMISSION SYSTEM TO STRENGTHEN SERVICE RELIABILITY CHAIN

Like a chain, Duquesne Light's electric infrastructure – the wires, transformers, substations, underground cables, poles and other equipment that make up our transmission and distribution system – is only as strong as its weakest link.

While that infrastructure has served customers well for decades, various components are nearing the end of their useful operating lives. We're in the second year of a three-year program to proactively replace aging equipment throughout the company's two-county service territory. The goal of this program is to maintain the levels of service and reliability that you've come to expect from Duquesne Light, while ensuring that the Pittsburgh region will be able to meet the expanded energy demands of the new century.

Duquesne Light's plan to invest more than \$500 million in the region's electric infrastructure is targeting critical equipment and facilities, including our transmission lines, considered the backbone of the company's power delivery system. Transmission lines can be described as multi-lane highways, transporting electric energy in bulk form, usually at high voltages, from power plants to our distribution system. Distribution lines can be likened to two-lane roads and streets, delivering electricity to customers after it has been "stepped down" from the higher-voltage transmission lines to a level that can be used in homes and businesses.

Work being done to upgrade and expand Duquesne Light's transmission system is designed to enhance the reliability of transmission service to the City of Pittsburgh and surrounding areas. One of our key projects involves the building of underground transmission lines between the Arsenal and Highland substations. Construction began this summer in the Pittsburgh neighborhood of Lawrenceville and will continue in East Liberty, Garfield, Bloomfield, Highland Park and Lemington this fall. The project is scheduled for completion by the middle of next year. The new lines are part of a multiyear plan to reinforce and expand the transmission backbone that connects power plants to the west of Pittsburgh with Duquesne Light substations supplying customers in the city and the northeastern portion of our service territory.

Our infrastructure work is taking place across Duquesne Light's coverage area in Allegheny and Beaver counties. Transmission projects include upgrading circuits from 69 kilovolts to 138 kilovolts and from 138 kV to 345 kV, which will increase our ability to deliver more electricity to customers by widening the "lanes" of the power highway. Projects to upgrade our distribution system range from replacing overhead equipment, such as poles, wires and transformers, to rehabilitating underground residential lines in suburban housing plans that have been in service from as far back as the 1960s. Through our infrastructure investment program, we're working hard to strengthen Duquesne Light's power delivery system – and keep you connected to safe and reliable electricity for decades, and generations, to come. 📧

Enter Your Child in the Light Up Night Sweepstakes

Winner to Illuminate Duquesne Light's Holiday Tree, Receive Prize Package

Duquesne Light returns as title sponsor of Pittsburgh's 47th Light Up Night on Friday, Nov. 17. As part of the festivities, one lucky youngster will flip the switch on our "Tree of Lights."

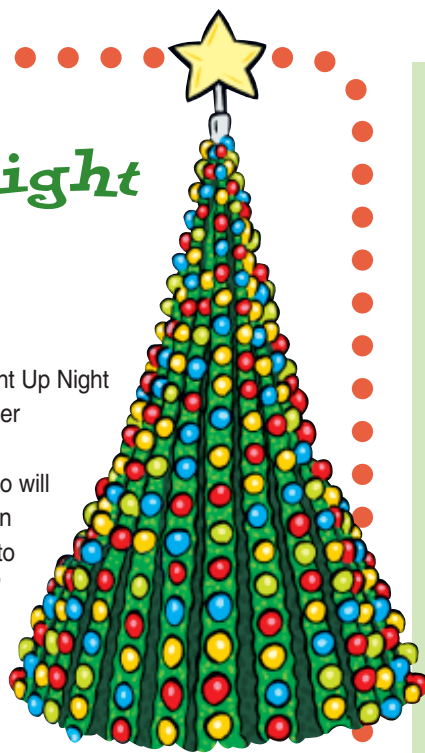
The winner of Duquesne Light's Light Up Night Sweepstakes also will receive a prize package for his or her family, featuring dinner and an overnight stay at the historic Omni William Penn Hotel, four tickets to Pittsburgh CLO's "A Musical Christmas Carol" and four "First Night" admission buttons.

Children ages 6 to 12 can enter Duquesne Light's Light Up Night Sweepstakes. Entries are being accepted online at www.duquesnelight.com or at Duquesne Light's customer service office at 708 Smithfield St. The contest runs through Nov. 10.

Pick Up a Glowstick on Light Up Night

Duquesne Light's Tree of Lights is just part of our efforts to make downtown glow for the holidays. We also celebrate Light Up Night by illuminating the snowflakes along Fifth Avenue and the block-long display in Mellon Square.

Picking up a Duquesne Light glowstick at the company's booth in Market Square is another holiday tradition for Light Up Night revelers. While in Market Square, you can enjoy live music – featuring "Five Guys Named Moe" – and street performers, while taking in the holiday atmosphere of the city. All of the evening's activities will be posted on the Pittsburgh Downtown Partnership's website – www.downtownpittsburgh.com – beginning on Nov. 2. 🐝



LOOK UP BEFORE STEPPING UP ON LADDER

Tackling fall chores often means climbing a ladder to remove leaves from rain gutters. When you're using a ladder, remember to always be aware of the location of overhead power lines. These wires are not insulated, so avoid coming in contact with them. Keep ladders and tools at least 10 feet from power lines. You also should use a clean, dry, wood or fiberglass ladder near these lines – never a metal one.

If any object – such as a kite – becomes tangled in a wire or a utility pole or tower, never try to retrieve it yourself. Play it safe and call Duquesne Light at 1-888-393-7000 for assistance.

For more safety tips, go to www.duquesnelight.com and click on "Storm Center," "Understanding Electricity and Safety" and "Electrical Safety." 🐝

Building Self-Esteem – One Coat at a Time

For many children and their parents, shorter days and cooler temperatures usually signal the need to hit the malls in search of the perfect winter coat. But did you know that there are thousands of children right here in southwestern Pennsylvania who have never had a new winter coat, and some who don't have a coat at all? In addition to the daily challenges that unsolicited poverty brings to their young lives, these children often suffer from low self-worth and embarrassment because they don't have the basics that their classmates take for granted.

Over the past several years, Duquesne Light has partnered with a Pennsylvania-based nonprofit organization to address this problem. Operation Warm uses individual, foundation and corporate contributions to purchase thousands of first-quality children's coats from name-brand manufacturers at extremely low prices, and then distributes them to nonprofit agencies serving disadvantaged youngsters.

This year, Duquesne Light will buy 1,500 new winter coats, the equivalent of one coat from every employee in the company, for distribution to under-served children in Allegheny and Beaver counties. Through "The Power of Warmth" initiative, we're working directly with local schools and social service agencies to identify needy children throughout our service area. We also are hosting special events to distribute the coats to students. These events are designed to help build the self-confidence of these children, and to make them feel better about themselves.

If you want to learn more about Operation Warm, or make a donation, visit www.operationwarm.org or call 1-800-730-WARM (1-800-730-9276). 🐝



HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

Thanksgiving
Thursday, Nov. 23 – 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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