

SERVICED LINE



A power-filled publication brought to you by Duquesne Light



NEW Online Home Energy Calculator Shows Helpful Ways to Manage Your Electric Bill

Ever think about how much energy you could save by changing your thermostat setting or switching some of your light fixtures to compact fluorescent bulbs? With Duquesne Light's Home Energy Calculator, the answers now are a few mouse clicks away.

The Home Energy Calculator is a great way to get fast and free advice to help manage your home energy usage. This new, interactive tool is available by going to www.duquesnelight.com and clicking on the "Home Energy Calculator" heading.

your actual energy costs because the calculator does not use your billing history, and personal lifestyles and behaviors have an impact on bills. Instead, the calculator's estimate provides a starting point to compare potential energy-saving measures – like adjusting thermostat settings, turning down your water heater temperature, adding double-pane windows or even changing out your heating system.

The calculator is one of many helpful tools that can be found in Duquesne Light's new online Home

Energy Center. By clicking on the Home Energy Center graphic on our homepage, you gain access to online tools for estimating energy savings for appliances and lighting, an interactive home designed to help you understand where and how energy is used, an extensive home energy library, and information on the fundamentals of electricity. There's also a "Kids Korner" for children of all ages, featuring fun activities for learning about energy efficiency, safety and a wide range of other topics.

So, go to www.duquesnelight.com and check out the Home Energy Calculator and the other useful information in our Home Energy Center. It's a great way to find answers to your questions, and to discover ideas that can help you manage your electric bill by using energy wisely. ⚡

Another new website feature enables you to review your actual daily and weekly energy use to see how it may have been impacted by weather variations or lifestyle changes, like those extra cycles of the washer and dryer when children return home from college. Return visitors to www.duquesnelight.com also will experience an easier sign-in process, plus the usual wide range of free online services.

Using the calculator's simple, one-screen format is easy. First, you'll need to answer some general questions about your home, such as the number of people living there, the type of windows, and the temperature setting for the thermostat. Input that info and hit calculate to estimate the monthly and annual energy usage and costs for your "base" home.

The calculator automatically factors in weather and local electricity and natural gas prices. However, please note that the base home estimate may be different from

Rates Reflect Necessary Infrastructure Improvements

In 2007, Duquesne Light enters the third year of a major infrastructure investment program. The purpose of this plan is to upgrade the region's aging electrical infrastructure — the wires, transformers, substations, underground cables, poles and other equipment that deliver power to you — so that our customers remain connected to a secure, safe and reliable energy source for decades, and generations, to come.

The Public Utility Commission's recent decision to approve a settlement agreement involving Duquesne Light's distribution rate case will help the company recover its infrastructure investments, as well as the current cost for providing service. The PUC's unanimous decision

Even with the new upgrades, the company's rates are lower than they were 15 years ago.

provides Duquesne Light with its first base rate increase in 20 years. Even with the hike, the company's rates are lower than they were 15 years ago. By way of comparison, pricing for other utilities has increased significantly since 1992. Natural gas rates are up more than 200 percent; water and sewage pricing has increased 74 percent; and the average cost of cable and satellite television has seen an 87-percent rise.

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Recognizing Tomorrow's Leaders in Our Community

For 17 years, the Duquesne Light Black History Month Celebration has recognized future leaders in our community. The 2007 event – hosted by our community partner WQED Multimedia – will be held on Feb. 21.

As part of the celebration, \$5,000 scholarships will be awarded to seniors at each of the four high schools participating in the company's Partners in Education program. Based on their academic, leadership and community service achievements, this year's recipients are:

- Timothy D. Brookins, Schenley High School;**
- Shameia Josey, Aliquippa High School;**
- Ivory James, Clairton High School; and**
- TeOnna Ross, Beaver Falls High School.**



The company also will join WQED Multimedia in presenting the Duquesne Light African-American Leadership Awards, which recognize the important contributions that African Americans make in

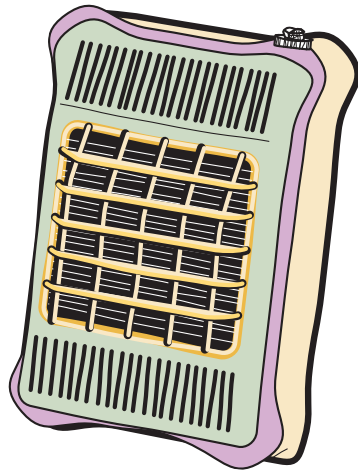
various fields to improve the quality of our lives. The awards will honor local leaders and organizations in four categories: arts, culture, recreation; civic, community and humanitarian; business/government; and education.

Through the Black History Month Celebration, we continue to salute today's – and tomorrow's – community leaders. 🌱

There's a Right Place for Space Heaters

Space heaters can be a convenient way to warm a small area in your home, but they are not substitutes for furnaces or other central heating systems. That's because space heaters are not designed for continuous use. Following are some key tips to remember when using a portable heater:

- Keep space heaters at least three feet away from bedding, draperies, furniture or other objects that can burn.
- Never use a heater when sleeping or in a room where children or pets are unsupervised.
- Inspect heaters regularly for frayed electrical cords or other signs of wear and tear.
- Turn off and unplug a space heater when not in use to ensure safety. 🌱



'Stay Warm' Programs Can Help Customers in Need

Duquesne Light is once again offering the "Stay Warm" initiative to assist low-income and working poor families and seniors pay their utility bills during the winter months (Dec. 1 through March 31). Last winter, more than 9,000 customers took advantage of the five "Stay Warm" programs, which are designed to help disconnected, low-income customers have their service reconnected and provide other working poor customers credits of up to \$150 to offset arrearages on their accounts (other than their current month's bill). Through the end of December, more than 4,000 customers had signed up for this winter's programs. So far, the company has provided more than \$388,000 in grants and restored service for 38 customers. For more information, go to www.duquesnelight.com and click the "Stay Warm" button or call Duquesne Light's Universal Services Center at 1-888-393-7600. 🌱

PA One Call Moving to '8-1-1' Number in April

Electric, natural gas, telephone, water and cable television lines frequently are buried underground. Beginning in April 2007, those involved in a project that requires digging will be able to contact the PA One Call notification system by simply dialing "8-1-1," instead of a 10-digit number.

State law requires that residents, contractors and excavators call PA One Call at least three business days prior to digging. PA One Call then contacts utilities, which will check the project site. On the third business day, you'll receive a telephone message indicating that there are no utility lines nearby, or that the utility company has marked its lines with colored flags or paint on the ground.

Calling Pennsylvania One Call will ensure that both the lines and you remain safe. The current toll-free number – 1-800-242-1776 – will remain in effect until April. 🌱

Necessary Improvements

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The settlement agreement reached in September was almost unprecedented, with 18 parties working to come to a mutually agreeable conclusion regarding the company's rate request. Joining Duquesne Light in reaching a compromise on a wide range of issues were state consumer advocates, industrial customer groups, representatives of electric generation suppliers and members of public interest groups.

With the agreement, and the related transmission increase

currently under review by federal regulators, Duquesne Light residential customers using 600 kilowatt-hours per month will see an increase of about \$10 in their monthly bill. While the new distribution rates were implemented in early January, most customers will not see the effect in their bills until February. The new transmission rates are expected to be approved early this year. Monthly electric bills for verified, low-income residents in the company's Customer Assistance Program (CAP) will remain essentially unchanged. 🌱

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.

HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

Martin Luther King Jr. Day
Monday, Jan. 15
Open

Presidents Day
Monday, Feb. 19
Open



Printed on recycled paper
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