

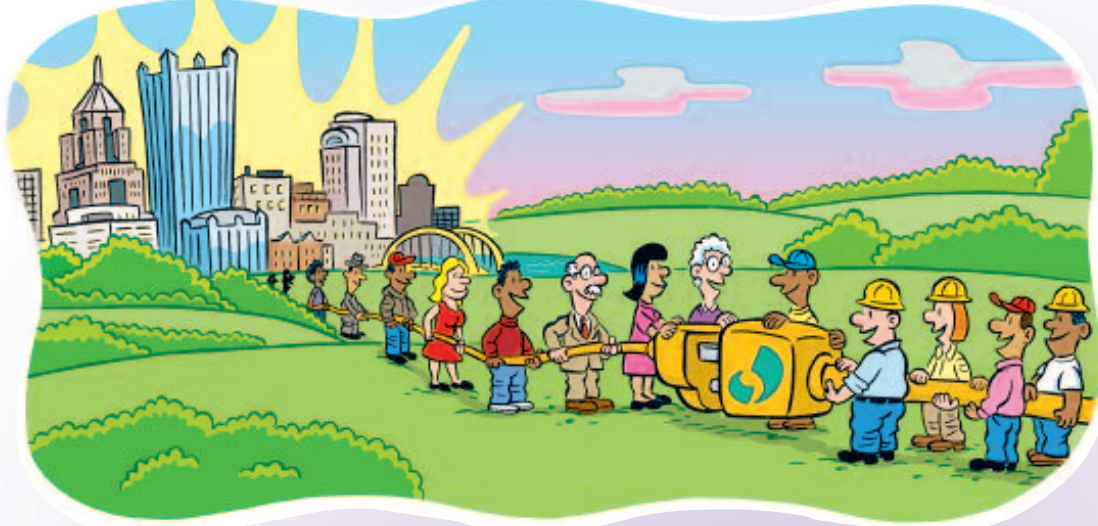
SERVICELINE



A power-filled publication brought to you by Duquesne Light

Working to Extend Our Commitment to Customers

Supply Plan for 2008-2010 Provides Reliable, Secure, Reasonably Priced Energy Source



Providing customers with a reliable, secure, reasonably priced energy supply is Duquesne Light's top priority. We've been able to keep that commitment to you – despite some major challenges to the utility industry.

For most of this decade, pricing and supply uncertainties have made for a rough road for utility consumers across the country. During those tough times, Duquesne Light's energy supply plans have served as a safety net for our customers who did not choose an alternate electricity provider. Through these "default service" plans, we've worked to adapt to our customers' needs in an evolving electric supply market.

Our present default service plan, which addresses only the generation supply portion of your monthly elec-

Your monthly electric costs include charges for generation, transmission and distribution. Generation charges cover the cost for supplying the actual power you use, while transmission and distribution charges are for delivering that electricity from the power plant to your home or business. If you do not choose an alternative generation supplier, Duquesne Light will supply your electricity – as well as deliver it to you. Customers who receive their generation supply from Duquesne Light are known as "default service" customers.

tric costs, was designed to provide residential customers with what they told us they wanted – a stable power supply at fixed rates. While natural gas prices have climbed in recent years – reaching record heights last winter, Duquesne Light's default

service plan has ensured stable pricing for electricity.

Price spikes for generation supply have hit some electric customers in Pennsylvania and the Mid-Atlantic region, who have seen overall monthly bills jump by as much as 70 percent. In contrast, Duquesne Light's supply plan has ensured that generation prices have remained fixed for our residential customers over the past two years.

Residential Rates to Remain Below 1992 Levels

Duquesne Light's current default service plan runs through the end of 2007. We recently filed a new plan with the Pennsylvania Public Utility Commission (PUC) that will extend our commitment to supplying you with a reliable, secure source of energy. The proposal was

filed now to ensure that it is ready for implementation when our current plan is over at the end of this year.

For the average residential customer, our new plan will guarantee a fixed generation price from 2008 through 2010. This three-year plan is designed as a bridge until 2011 – when the PUC is expected to have standard regulations for supplying default service to customers of all electric utilities in the state.

Under our proposal, the average residential customer using 600 kilowatt-hours per month would see an increase of just under \$7 in their overall bill, beginning in 2008. Generation rates then would remain fixed through the end of 2010. Even with this increase, our customers still would be paying less than they were 15 years ago (\$78.98 per month compared to \$84.38). During this same period, natural gas pricing has risen 139 percent; water and sewage rates have increased 76 percent; and the average cost of cable and satellite television has seen an 86-percent rise.

"We are pleased to present a proposal that offers residential customers a secure supply of electricity through 2010 at a monthly cost below what they paid in 1992," said Morgan O'Brien, Duquesne Light president and chief executive officer. "Not many products have provided that degree of price stability for customers for such a long period of time." 🐝

'Watt Do You Know?' Can Put on a Show at Your School

Since 2002, more than 10,000 students in 50 local schools have received tips on energy conservation via Duquesne Light's award-winning program – "Watt Do You Know?" Designed for

students in fourth through sixth grades, Watt Do You Know? uses a game-show format to provide a high-energy, 50-minute educational experience.

Each year, Duquesne Light takes Watt Do You Know? on the road for a limited number of free programs. Once again, we're looking for schools in our service territory to play host to the program this spring. To be considered as a site, school representatives should send an email to wdyk@duqlight.com. 🐝

Winners of African-American Leadership Awards



Last month's *ServiceLine* highlighted our sponsorship of the 17th Duquesne Light Black History Month Celebration in February. As part of the festivities, Duquesne Light joins WQED Multimedia in presenting the African-American Leadership Awards, which recognize the important contributions that African Americans make in various fields to improve the quality of our lives. This year's winners (not available for publication in the last issue) in the awards' four categories are:

Arts, Culture, Recreation
Vanessa German, performance, vision and spoken word artist, Women of Vision;

Civic, Community and Humanitarian
Charlie Batch, Steelers quarterback;

Business/Government
Chloe Velasquez, president and chief executive officer, Sabio Springs Bottled Water Company;

Education
Judge Kim Berkeley Clark, Allegheny County Court of Common Pleas. 🐝

Help that Hits Home




Duquesne Light Home & Garden Show to Support Efforts to Build Home for Local Veteran Disabled in Iraq

The 2007 Duquesne Light Home & Garden Show runs March 2-11 at the David L. Lawrence Convention Center in downtown Pittsburgh. In recent years, Duquesne Light has used its title sponsorship to successfully lend a helping hand to special causes that hit home with the thousands of people who attend this annual event. Last year, we supported Habitat for Humanity's efforts to provide low-income families with affordable housing, while in 2005, we assisted local residents whose homes were damaged by hurricane-induced flooding.

At this year's home show, we're raising funds and awareness for Homes for our Troops, a nonprofit organization that works to build new homes or adapt

existing homes at no cost for severely wounded veterans of our armed forces. Homes for our Troops plans to build a home in the North Hills area for a local veteran who was seriously injured by an explosion while serving in Iraq.

Monetary donations to support Homes for our Troops will be accepted at Duquesne Light's exhibit during the 10-day home show. There also is a need for building materials and volunteers to help construct the local home. Show vendors are participating in the initiative. More information on donations and volunteer opportunities will be available at the show.

If you can't make the home show, you still can help. Just go to www.homesforourtroops.org or call 1-866-7TROOPS for more details. 



Take Advantage of Discount on Home Show Tickets

Duquesne Light customers are eligible for a special discount offer on weekday admission to the home show. Buy one ticket at the regular \$10 price and get a second adult admission at half price. Just clip the coupon at below left and present it at the convention center's box office on any weekday.

For a chance to take home some electrifying prizes, come to the Duquesne Light exhibit and play our "scratch-and-win" game. If you bring this copy of **ServiceLine**, you'll get an extra chance to win.

While you're at our booth, check out some new interactive exhibits promoting wise energy use. Duquesne Light customers also can get fast and free advice to help manage their home energy use by going to our new online Home Energy Center at www.duquesnelight.com.



Visitors to Duquesne Light's home show booth also can create get well cards for injured soldiers, which will be delivered to Walter Reed Army Medical Center in Washington, D.C.

26TH ANNUAL HOME & GARDEN SHOW

MARCH 2-11

David L. Lawrence Convention Center, Downtown Pittsburgh

Discount Admission for 2007 Duquesne Light Home & Garden Show

Valid for one half-price adult admission when a second adult admission is purchased at the regular \$10 price.

Present this coupon at box office. Offer applies to weekdays only: Friday, March 2, 2007 and Monday, March 5, through Friday, March 9, 2007.


Your Donations Helped to Make Food Drive a Success

Last fall, Duquesne Light joined the University of Pittsburgh in holding a food drive on the day of the Pitt-Rutgers football game at Heinz Field. Thanks to the generosity of fans headed to the game, Duquesne Light employees and other volunteers collected more than 2,600 pounds of non-perishable items and close to \$2,000 in donations for the Greater Pittsburgh Community Food Bank.

In a letter of appreciation, the nonprofit organization's food drive coordinator wrote: "Your food drive is one of the largest that the food bank has. What a wonderful job all of the volunteers do."

The Greater Pittsburgh Community Food Bank supplies a network of more than 350 charitable member agencies, including soup kitchens, after-school programs, shelters and food pantries. These agencies serve low-income people in Allegheny County and seven affiliate food banks in neighboring counties. Overall, the Greater Pittsburgh Community Food Bank's service region assists some 120,000 individuals in 11 counties.

"Without the support of our friends in the community, we would not be able to do all that we do," wrote the food drive coordinator. "Your gift allows us to provide the most basic of human necessities: food."

For more information on how you can help, go to www.pittsburghfoodbank.org or call 412-460-3663. 

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

HOLIDAY SCHEDULE FOR CUSTOMER SERVICE OFFICE/TELEPHONE REPRESENTATIVES

Presidents Day
Monday, Feb. 19
Open

Good Friday
Friday, April 6
Closed



 Printed on recycled paper
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