

# SERVICED LINE



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

## Enjoy a Special Night (or Nights) at PNC Park

### Pirates Offering Ticket Discount for Four Games to Duquesne Light Customers

What could be better for baseball fans than spending a summer night watching the Pirates at PNC Park? How about **four** nights of cheering on the Bucs at Pittsburgh's beautiful North Side ballpark?

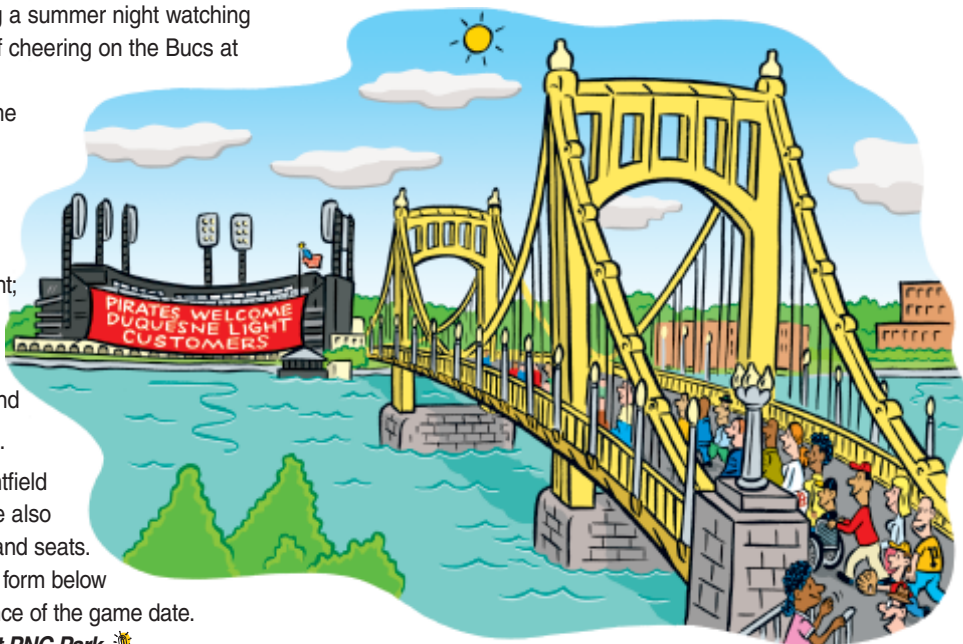
For the past few seasons, the Pirates have given you the opportunity to purchase selected tickets at a discount on "Duquesne Light Customer Appreciation Night." This year, the team is expanding its offer to a quartet of games on special promotional nights:

- ⦿ Friday, July 6, vs. the Chicago Cubs on Floppy Hat Night;
- ⦿ Saturday, Aug. 4, vs. the Cincinnati Reds on Homestead Grays Replica Jersey Night;
- ⦿ Friday, Sept. 7, vs. the Cubs on Vintage Cap Night; and
- ⦿ Friday, Sept. 28, vs. the Cardinals on Fireworks Night.

Duquesne Light customers can purchase a leftfield/rightfield grandstand seat for \$6 to any or all of these games. There also is a \$4 discount on L/R field box, outfield box and grandstand seats.

To take advantage of this offer, fill out and mail the order form below to the Pirates. Forms must be received two weeks in advance of the game date.

**Order your tickets now for a special night – or nights – at PNC Park.** 🐝



#### ORDER FORM

|                                | July 6, Cubs |           | Aug. 4, Reds |           | Sept. 7, Cubs |           | Sept. 28, Cards |           | Total                 |           |
|--------------------------------|--------------|-----------|--------------|-----------|---------------|-----------|-----------------|-----------|-----------------------|-----------|
|                                | Qty.         | \$ Amount | Qty.         | \$ Amount | Qty.          | \$ Amount | Qty.            | \$ Amount | Qty.                  | \$ Amount |
| L/R Field Box: \$20 each       |              | \$        |              | \$        |               | \$        |                 | \$        |                       | \$        |
| Outfield Box: \$16 each        |              | \$        |              | \$        |               | \$        |                 | \$        |                       | \$        |
| Grandstand: \$12 each          |              | \$        |              | \$        |               | \$        |                 | \$        |                       | \$        |
| L/R Field Grandstand: \$6 each |              | \$        |              | \$        |               | \$        |                 | \$        |                       | \$        |
|                                |              |           |              |           |               |           |                 |           | Shipping              | \$ 2.00   |
|                                |              |           |              |           |               |           |                 |           | <b>Total Enclosed</b> | <b>\$</b> |

### Duquesne Light Customer Appreciation Nights

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/ZIP: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

**Payment:**  
 Visa, MC, AMEX, Discover  
 CC # \_\_\_\_\_  
 Exp. \_\_\_\_\_

**Make checks payable to:**  
 Pittsburgh Pirates. Check # \_\_\_\_\_  
**Mail to:**  
 Duquesne Light Offer  
 Pittsburgh Pirates  
 115 Federal St.  
 Pittsburgh, PA 15212

*Please do not include form with your bill payment.*

## 'Summer in the City' Means Hotter Weather

The hit song from the 1960s was right – "Summer in the City" means hotter weather. In urban areas, the brick and mortar in buildings, tar roofs and asphalt streets absorb daytime heat and slowly release it at night. As a result, temperatures can be several degrees higher in cities than in rural locales – both during the day and night. The warmer weather in an urban environment can put you at a higher risk for heat-related illness.

But regardless of whether it's the city or suburbs, everyone, especially senior citizens, should take the proper steps to prevent heat-related illness. Here are some common-sense tips when working or playing in the hot weather:



- Drink plenty of water, even if you're not thirsty.
- Dress in lightweight, light-colored, loose-fitting clothing.
- Eat smaller meals, and eat more often.
- Avoid strenuous activities during the hottest part of the day, between noon and 4 p.m.
- Take advantage of air conditioning. If it's not available, go to the lowest floor of your home, out of the sunshine, or head to a public place with air conditioning, such as a library, mall or movie theater. 🐝

# Make the Most of Your Energy Dollars with Our Home Energy Center

## Online Calculators Can Help Manage Electric Usage for Appliances, Lighting

Take a quick look around your home and you'll notice that a lot of things – besides your lights – are powered by electricity. From refrigerators to microwave ovens to alarm clocks to hair dryers, these electrical appliances come in various shapes and sizes. They help to make a typical day typical by delivering the comfort and convenience that many of us have come to expect at a flip of a switch or push of a button.

For the average residential customer, appliances and lighting account for about 40 percent of the energy used in the home over the course of a year. Duquesne Light's Home Energy Center at [www.duquesnelight.com](http://www.duquesnelight.com) is a great way to get fast and free advice to help manage your home energy usage. Among the interactive tools available are calculators for estimating energy savings for appliances and lighting.

Our appliance calculator is designed to give you an idea of how much your home's appliances cost to operate. The calculator lists more than 25 common appliances – from water heater to vacuum cleaner – along with the wattage, or electricity, they use, and the actual time that they typically operate per day. To get an estimate of your annual costs, you just have to insert the number of appliances used in your home.

While lighting normally accounts for only six percent of a home's energy usage, there are some easy ways to keep these costs at a minimum.




Visit Duquesne Light's Home Energy Center  
[www.duquesnelight.com](http://www.duquesnelight.com)

For example, consider switching from incandescent light bulbs to compact fluorescent bulbs. They use one-fourth to one-third of the energy to produce the same amount of light, produce about 80 percent less heat, and last 10 to 15 times longer. Our lighting calculator can estimate how much you'll save on a monthly and yearly basis by changing to compact fluorescent bulbs.

The lighting and appliance calculators are just two of the interactive tools in Duquesne Light's Home Energy Center. By answering some general questions, our Home Energy Calculator estimates your home's energy usage and costs, which provides a starting point to compare potential energy-saving measures – such as adjusting thermostat settings, turning down your water heater temperature, adding double-pane windows or even changing out your heating system. The center also has tools for looking at a history of your energy consumption; an interactive home designed to help you understand

where and how energy is used; an extensive home energy library; information on the fundamentals of electricity; and a "Kids Korner," featuring fun activities for learning about energy efficiency, safety and other topics.

So, check out our Home Energy Center. It's one of the ways that we're helping customers make the most out of every dollar they spend on energy. 

## Maintaining the Power System 'Highway'



Duquesne Light's transmission and distribution system can be likened to the network of roadways that motorists use to travel throughout the Pittsburgh region. 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 compared 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.


Through its ongoing infrastructure program, which began in 2005, Duquesne Light is investing more than \$500 million to maintain this "electrical roadway." We're proactively replacing aging equipment and facilities to ensure that we continue to provide the levels of service and reliability that you've come to expect from Duquesne Light, while ensuring that the region will be able to meet the expanded energy demands of the future. Part of this infrastructure work is designed to upgrade and expand the company's network of transmission lines, increasing our ability to deliver more electricity to customers by widening the "lanes" of the power highway.

To help recover transmission investment made as part of the infrastructure program, Duquesne Light recently submitted the first

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of what will become annual filings with state and federal regulators to reflect changes – up or down – in the company's transmission costs. State regulators


have approved the use of a transmission service tracker to ensure that customers do not over or under pay for transmission services provided by the company. Each spring, the company will use this tracker to detail actual expenses from the previous year, as well as plans for placing transmission equipment either into or out of service during the current year.

By maintaining Duquesne Light's power delivery system in a cost-effective manner, we're working hard to keep you connected to safe and reliable electricity for decades, and generations, to come. 



## Get a 'Head Start' on Free, Quality, Childhood Services

Head Start programs provide income-eligible children ages three to five with a comprehensive, flexible program designed to prepare them academically and socially for kindergarten, while also responding to the strengths and needs of each individual child and family.

For information, call the Allegheny County and Pittsburgh programs at 1-866-214-5437, or the Beaver County program at 724-375-2300. 

### 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

Independence Day  
Wednesday, July 4  
Closed



Duquesne Light  
Our Energy... Your Power™

 Printed on recycled paper  
Issue 2007-05