



SERVICEDLINE



A power-filled publication brought to you by Duquesne Light

Make Moving a Little Less Stressful- Go Online to Start Electric Service

Whether you're a college student settling into an apartment for the beginning of the school year or a family purchasing a new home, moving can be a hectic time. One easy way to take a little stress out of the moving experience is by using Duquesne Light's website, www.duquesnelight.com, to start electric service at your new address.

Getting your electricity started is just one of a number of online services that we provide to customers at www.duquesnelight.com.

Before getting started, make sure you have the following information on hand:

- your new street address, including apartment number or floor location;
- your Social Security number; and
- the date that you would like to start electric service at your new residence.

After accessing the website, click on the "Start electric service" link – or the "Move electric service" link if you're transferring service from another address – in the middle of our homepage, and then complete the online application.

You also can start service via Duquesne Light's automated telephone system by calling 1-888-393-7100 and pressing "2-1-1." Whether online or over the phone, you should contact us at least seven days before moving to ensure that service is connected on time.

Getting your electricity started is just one of a number of online services that we provide to customers. For example, you also can pay your bill online or go to our website to check your account balance or electricity usage.

In addition, Duquesne Light's Home Energy Center has a wide range of easy-to-use online tools for evaluating and managing your home energy use. You can use our Home Energy Calculator to estimate monthly and

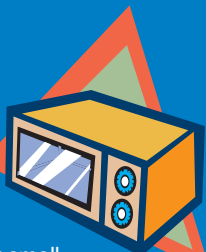


annual energy usage and costs, or take advantage of other tools for gauging energy savings for appliances and lighting.

Whether starting service before moving day or receiving fast and free advice on managing your electric bill, Duquesne Light's website features a variety of online services to help make your life a little easier. 🌟

WISE ENERGY USAGE Tip of the Month

Microwave ovens cook food 75 percent faster than conventional ovens. So, use your microwave whenever possible, particularly for small meals. It also keeps your kitchen cooler during warm weather.



Duquesne Light Customers Target of Phone Scam

Con artists always are trying new ways to take advantage of potential victims. Recently, several Duquesne Light customers were the targets of an apparent telephone scam.

The customers reported that someone claiming to represent Duquesne Light called and threatened to terminate their electric service within 24 hours if they did not provide bank account, credit card or other personal financial information. Fortunately, the customers did not respond to the scam artist's request.

To help alert customers to the scam, Duquesne Light contacted the media and posted a warning on the company's website.

The company is asking any customers who receive threatening or suspicious calls to report them to their local police department or call Duquesne Light's Corporate Security at 412-393-1085.

Duquesne Light follows a set of procedures for terminating service because of non-payment. The process begins with an official letter mailed to the customer, rather than a telephone call, before taking any action. 🌟



Continuing Our Commitment to You

Recently Approved 2008-2010 Supply Plan to Provide Price Certainty, Stability

While many consumers have seen sharp increases in what they pay for electric generation, Duquesne Light has kept these prices fixed for its residential customers over the past two and a half years. That commitment to providing stability and price certainty to residential customers will continue, as a result of the recent approval of Duquesne Light's 2008-2010 energy supply plan by the Public Utility Commission (PUC).

The 2008-2010 plan builds on the success of Duquesne Light's previous three default-service plans for supplying customers who have not chosen a generation supplier. These plans have successfully served as a safety net for default-service customers since our generation rate caps ended in 2002. In contrast, the expiration of generation rate caps has resulted in price spikes of as much as 70 percent for many electric customers in other parts of Pennsylvania and throughout the Mid-Atlantic region. "We believe that for residential customers, no utility in the state, possibly the country, has done a better job of handling the end of rate caps than Duquesne," said Sonny Popowsky, state consumer advocate, following approval of our 2008-2010 supply plan.

"We believe that for residential customers, no utility in the state, possibly the country, has done a better job of handling the end of rate caps than Duquesne."

*Sonny Popowsky,
Pennsylvania consumer advocate*

Duquesne Light's current generation supply plan expires at the end of 2007. The recently OK'd plan will pick up where that one leaves off – providing a fixed generation price for most residential customers through 2010.*

Under the 2008-2010 plan, the average residential customer using 600 kilowatt-hours per month will see an increase of approximately \$5 in his or her overall monthly bill. The generation portion of your bill then will stay fixed through the end of 2010.

Even with this increase, our customers still will be paying less than they were 15 years ago (\$80.59 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.

The fact Duquesne Light's plan runs for the next three years is important because it will provide a bridge to the time when generation rate caps expire for most other major Pennsylvania electric distribution companies. At that time, statewide default-service regulations will be in place for all utilities. ⚡

We're Working to Keep, Create Local Jobs

Helping to drive growth of the Pittsburgh region's economy is one of our most important goals. As part of these efforts, Duquesne Light worked closely with state lawmakers and large industrial customers on recently approved legislation that will preserve and potentially add good-paying jobs for local workers.

The new law allows utilities, like Duquesne Light, to offer long-term, fixed-rate electricity contracts to large industrial customers. Major manufacturers – including steelmakers Allegheny Technologies and U.S. Steel – said the legislation would improve their competitiveness, as well as their ability to maintain and expand their local operations, by enabling them to better predict and manage operating costs. As part of its current energy supply plan, Duquesne Light only could offer large industrial and commercial customers an option that bases prices on a more volatile hourly rate.

"Duquesne Light supported this bill because we are committed to keeping important industrial jobs in the region, and we want Pennsylvania companies



to be able to compete for more industrial jobs with neighboring states that already offer similar cost-based electric contracts," said Morgan O'Brien, Duquesne Light president and chief executive officer. "Now, several large manufacturers representing thousands of jobs will have the ability to negotiate for immediate and significant rate relief that will enable further investment and job creation here in Pennsylvania."

Consistent with the original energy-choice law, the new legislation does not allow utilities to subsidize rates across various customer classes. As part of Duquesne Light's new energy supply plan, to go into effect in January, residential and small commercial and industrial customers will have fixed generation rates through 2010. ⚡

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. ⚡

*Generation rates for electric-heat customers will adjust annually.

'Right to Know' Booklet Available

Pennsylvania has a defined set of rights and responsibilities to ensure fair dealings between residential customers and their utility company. Consumers can receive a free copy of the "Your Rights and Responsibilities as a Utility Customer" booklet. The booklet being offered is a reprint of the version that initially was made available last year. This booklet explains, in general terms, how electric, natural gas and other public utilities in Pennsylvania handle certain practices, such as billing, credit, disputes and service terminations. For a copy of the booklet, complete and return the coupon to the right. ⚡

Please send me a copy of "Your Rights and Responsibilities as a Utility Customer."

NAME _____
 ADDRESS _____

 UTILITY ACCOUNT NUMBER (SHOWN ON YOUR BILL) _____

Return this coupon in a stamped envelope to:
Duquesne Light
 411 Seventh Ave.,
 P.O. Box 1930, Mail Drop 6-3
 Pittsburgh, PA 15230-1930

Please do NOT enclose with your bill payment. The Pennsylvania Public Utility Commission requires that this information be available to all utility consumers without charge.

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

Labor Day
 Monday, Sept. 3
 Closed



♻️ Printed on recycled paper
 Issue 2007-06