



# SERVICELINE



A power-filled publication brought to you by Duquesne Light

## 'Twas The Night Before Safe Christmas

'Twas the night before Christmas, when all through the house  
Not an outlet was empty, not a lamp did we douse.

Light strings of bright colors were hung without care  
In hopes that frayed wires would not wear themselves bare.

The tree bulbs were nestled all snug in their sockets  
Except for the burnouts, which graced Grandpa's pockets.

And the three-pronged plug in the two-hole outlet  
Was an accident waiting if we didn't re-route it.

When all of a sudden there arose a great notion  
That electrical safety deserves our devotion!

To the circuit breaker panel we went in a dash  
To check the load limit and avoid a big flash.  
We made sure that our cords were all UL-approved  
And the ones that showed damage we quickly removed.

When bulbs that were broken had filaments showing  
We replaced them right off lest a fire start glowing.  
Our survey of danger was so thorough and quick  
We knew we'd be ready to welcome St. Nick.

More rapid than eagles the solutions they came  
And each safety measure we called out by name:  
"Now timers that turn off the holiday spectacle!  
On safety caps! On outlet covers! On GFI receptacle!  
Christmas lights on the porch! Bright lights on the wall!  
Dash away danger spots – dash away all!"

Then we spoke not a word, but went straight to our work  
And watered the fir tree, then turned with a smirk.  
To the tree that was metal – no electric décor!  
But rather a spotlight was set up on the floor.

A wink of an eye and a turn of the head  
Soon proved that there wasn't a hazard to dread.

The whole house was risk-proof before we could whistle  
And away we all flew for our bedtime dismissal.  
You can hear us exclaim as we turn in for the night

"Happy holidays to all and let's keep safely bright!"

**Best wishes from all of us at Duquesne Light.**

**D**ecorating our homes for the holiday season is a beautiful tradition. Duquesne Light is encouraging everyone to look for and eliminate potential danger spots due to holiday lights and decorations. For information on electrical safety, go to [www.duquesnelight.com](http://www.duquesnelight.com) and click on "About Us" and "Understanding Electricity."

## ServiceLine Can Save You \$1 on 'First Night' Buttons

**C**lose out 2007 in style and welcome in 2008 with a bang at Pittsburgh's First Night festivities – sponsored on New Year's Eve by Duquesne Light. While you're in town, visit the Duquesne Light family tent at the corner of Penn Avenue and Seventh Street, beginning at 6 p.m. The theme for this year's tent is "Pittsburgh 250" – celebrating the city's 250th anniversary in 2008.

**250**  
**pittsburgh**  
imagine what you can do here.™

Duquesne Light customers can receive a \$1 discount on First Night buttons by bringing this issue of **ServiceLine** to the Box Office at Theater Square at 655 Penn Ave. in the Cultural District. The box office is open from 9 a.m. to 9 p.m., Monday through Saturday, and noon to 6 p.m., on Sunday. This offer cannot be combined with any other discount. First Night buttons are required for admission to activities at all indoor venues. Children ages five-under are admitted free. ♻️



### WISE ENERGY USAGE

## Tip of the Month

**C**onsider buying new LED lights to decorate for the holidays, instead of those large, traditional, colored bulbs. The smaller lights use considerably less energy and last much longer. If you prefer the brilliance of the larger lights, switch to five-watt bulbs, which use about 30 percent less energy than seven- to 10-watt bulbs. Although new bulbs will cost money initially, you will see energy savings immediately.

## Energy Help Available

**D**o you or someone you know need help paying the electric bill this winter, or weatherizing a home? If so, you may benefit from some very important assistance programs. LIHEAP 1, LIHEAP 2 and the Dollar Energy Fund offer financial help. Another program – The Home Weatherization Program – helps by offering energy-saving improvements (such as caulking and weather-stripping) to low- and fixed-income households, regardless of whether you own your home or rent.

If you qualify for the assistance grants, you don't have to pay the money back, and no lien will be put against your home. But you should ACT QUICKLY.

**The first day to apply for the LIHEAP 1 program is Nov. 5, 2007. The last day to apply is March 21, 2008.**

**The first day to apply for the LIHEAP 2 program also is Nov. 5, 2007, and the last day is March 21, 2008.**

Check to see if you meet the income guidelines in the box on the back page. If you do, then follow the easy steps.

*continued on reverse side*

## The First Easy Step: LIHEAP 1

**LIHEAP 1** – the Low Income Home Energy Assistance Program – provides one cash grant per heating season. This money can help you pay your electric bill.

To be eligible for this program, your income must fall within the guidelines. **You do NOT have to be behind in your electric payments to apply for this money.**

### How to Apply for LIHEAP 1

#### Gather the following items:

- proof of income for each adult in your household;
- a copy of your most recent utility bill; and
- the Social Security number for each adult in your household and, if possible, for each child.

You'll need this information when you complete the application form.

If you applied for LIHEAP 1 funds last year, you may receive an application form from the state in the mail. You can complete this application and return it through the mail if you wish.

**Please note that you must apply for LIHEAP 1 funds no later than March 21, 2008.**

**Allegheny County residents** also can apply for LIHEAP 1 funds at one of the county assistance offices in their neighborhood or by calling or visiting the following location:

State Office Building  
Room 111  
300 Liberty Ave.  
Pittsburgh, PA  
15222  
412-562-0330

**Beaver County residents** can apply for LIHEAP 1 by visiting or calling the following location:  
171 Virginia Ave.  
Rochester, PA 15074

724-773-7495 or 1-800-653-3129

(Note: TDD and Voice are available for the hearing impaired.)

### For More Help: LIHEAP 2 (Crisis Grant)

If you've applied for LIHEAP 1 and still need more help, the next step is to apply for LIHEAP 2.

This program can give you up to \$300 of emergency assistance – money that can be used for energy-related emergencies.

The guidelines for this program are **different** than the guidelines for LIHEAP 1. For LIHEAP 2,

Remember: When you receive your application or when you apply in person, you have the **RIGHT TO CHOOSE** Duquesne Light Company to receive your LIHEAP grant. You must check the "secondary heat source" box on your application, if you do not have electric heat.

## Monthly income

HOUSEHOLD SIZE	LIHEAP 1 and LIHEAP 2*	Weatherization*	Dollar Energy Fund*
1	\$1,276	\$1,276	\$1,702
2	\$1,711	\$1,711	\$2,282
3	\$2,146	\$2,146	\$2,862
4	\$2,581	\$2,581	\$3,442
5	\$3,016	\$3,016	\$4,022
6	\$3,451	\$3,451	\$4,602
7	\$3,886	\$3,886	\$5,182
8	\$4,321	\$4,321	\$5,762
For each additional person add:	\$435	\$435	\$580

\*based on 150% of poverty level

\*based on 150% of poverty level

\* based on 200% of poverty level

you must meet **at least one** of the following conditions:

- had your service shut off;
- have frozen pipes or a broken furnace;
- be out of home-heating fuel or in imminent danger of being without this fuel; or
- have a valid termination notice.

### How to Apply for LIHEAP 2

Gather the same items listed under "How to Apply for LIHEAP 1," plus your valid termination notice if you have one.

Take these items to one of the following locations, or have them handy when you call.

**Please note that you must apply for LIHEAP 2 funds no later than March 21, 2008.**

**Allegheny County residents** can apply for LIHEAP 2 funds by calling the Crisis Hotline at 1-800-851-3838, or by visiting the following location:  
1 Smithfield St.  
Pittsburgh, PA 15222

**Beaver County residents** can apply for LIHEAP 2 funds by calling 724-773-7495 or toll-free 1-800-653-3129, or by visiting the following location:  
171 Virginia Ave.  
Rochester, PA 15074

### Even More Help: The \$1 Energy Fund

In addition to LIHEAP 1 and LIHEAP 2, you can receive additional help from the Dollar Energy Fund, if you meet the income guidelines in the box above.

Through Nov. 30, 2007, Duquesne Light will accept Dollar Energy Fund grants for customers whose service is off or in threat of termination. From Dec. 1, 2007 through Jan. 31, 2008, Duquesne Light will accept grants only for customers whose service is off. From Feb. 1, 2008 through Feb. 29, 2008, Duquesne Light will

accept grants for customers whose service is off or in threat of termination.

Beginning March 1, 2008, you can apply to the Dollar Energy Fund, even if your service has not been terminated. The maximum grant amount is \$500. Call 1-888-393-7600 for the Dollar Energy Fund application location nearest to you.

### The Home Weatherization Program

Whether you own your home or rent, one way to keep your utility bills down this winter and protect your family from the cold is through the Home Weatherization Program. To be eligible, you must meet the income guidelines in the box above.

If you qualify, you can get free help from weatherization improvement experts with everything from applying caulking and weather stripping to tuning up your furnace. (If you rent, you must first get your landlord's approval.)

### How to Apply for Home Weatherization

You can apply year-round. Just call the telephone number for your area (see following listings) and ask for an application.

#### City of Pittsburgh residents:

Action Housing, Inc.  
425 Sixth Ave., Suite 950  
Pittsburgh, PA 15219-1819  
412-227-5700

#### McKeesport and Mon Valley residents:

Steel Valley OIC  
515 Walnut St.  
McKeesport, PA 15132  
412-678-8622

#### Other Allegheny County residents:

Action Housing, Inc.  
425 Sixth Ave., Suite 950  
Pittsburgh, PA 15219-1819  
412-227-3700

#### Beaver County residents:

Housing Authority of Beaver County Weatherization Program  
300 State St.  
Beaver, PA 15009  
724-775-1220, ext. 37 ☎

If you need more information on any of these programs, call Duquesne Light at 1-888-393-7600.

## CLOSING OF WALK-IN OFFICE

Duquesne Light will discontinue operation of its walk-in office in downtown Pittsburgh at the end of business on Friday, Dec. 14. A drop-off box will remain available at the 708 Smithfield St. site for Duquesne Light customers who want to drop off their bill payments. Customers will be able to start/move service, along with accessing various other services, by calling 1-888-393-7100 or going to [www.duquesnelight.com](http://www.duquesnelight.com). ☎

### HOLIDAY SCHEDULE FOR CALL CENTER REPRESENTATIVES

**Christmas Day**  
Tuesday, Dec. 25  
Closed

**New Year's Day**  
Tuesday, Jan. 1  
Closed

### 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