



Service Line

A power-filled publication brought to you by  Duquesne Light



Duquesne Light Again Sponsoring Three Rivers Arts Festival

Children's ART MART Returns: Entry Deadline June 7

Returning by popular demand, Duquesne Light will again sponsor the Art Mart at the Three Rivers Arts Festival on June 14, providing children under the age of 18 the opportunity to present and sell their works of art.

Be it a painting, photography, sculptures, jewelry, or any other variety of crafts, all forms of original artwork will be on sale at the Art Mart that day, from 1 p.m. to 3:30 p.m. Participants will receive free table display space of approximately four feet by four feet and an exhibitor's T-shirt. There will also be space to hang two-dimensional art. Parents or guardians must complete an application and register their aspiring artists by June 7 by using the link at duquesnelight.com. Space is limited and last year's response was fast, so act now!



Duquesne Light is a main sponsor of the Three Rivers Arts Festival, which annually brings nearly 600,000 people to downtown Pittsburgh to experience music, dance, theater, visual art, crafts and family activities. The 2008 festival will run from June 6 to 22.

New this year are 10 mobile modular art galleries converted from used shipping containers. Located along Forbes Avenue, near Stanwix Street, the containers are at the center of the festival's new footprint, which fills Market Square, PPG Plaza and Gateway Center.

The Duquesne Light Artist Market in Gateway Center will feature more than 300 exhibitors demonstrating their unique artwork and crafts and selling their one-of-a-kind creations. Children of all ages visiting Duquesne Light's booth will be able to paint various Pittsburgh scenes, including a new creation celebrating the city's 250th birthday. Visitors to our booth also can fill out an entry form for a chance to win an original work from one of the festival's "emerging artists."

See you at the Three Rivers Arts Festival, June 6-22!

Restoring Power Safely, Quickly Our Top Priority Ready for Stormy Weather

The summer months will soon be upon us in Western Pennsylvania. And as warm weather approaches, so does the chance for severe weather. Sometimes, these storms can cause power outages from damage to our equipment by high winds, falling trees or lightning strikes. But be assured that Duquesne Light is committed to safely restoring power to our customers as soon as possible.

When severe weather threatens, the company's Storm Team

is assembled to handle all aspects of power restoration. This team is made up of representatives from every part of the company.

Their only focus is working around the clock to repair damage from the storm.

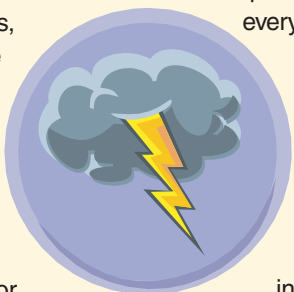
During a storm, the company follows industry-standard restoration priorities. Our first priority is public safety hazards, such as downed wires.

Next are essential facilities, such as hospitals, nursing homes, police and fire stations, followed by major electric circuits that will restore

power to the greatest number of customers as quickly as possible.

Then we focus on repairs in smaller neighborhoods and groups of customers served by a single transformer, and, finally individual homes or businesses whose service drops have been damaged.

It's important to remember that some customers may have power restored while their neighbors remain without service. That's because different circuits may service different parts of the same neighborhood – even houses on the same street. But rest assured, we will make every effort to restore your service as quickly as possible.



Never touch a downed power line, or attempt to remove a fallen tree from power lines.

While the line might be de-energized, it's always better to err on the side of caution and let Duquesne Light's professionals take care of the problem.

During storms, if your power goes out, please do not assume that your neighbor is calling us. Report your outage by calling 1-888-393-7000.

Right Tree in Right Place

Duquesne Light Volunteers Help Local Students Celebrate Arbor Day

Duquesne Light volunteers commemorated Arbor Day by planting trees and participating in related activities designed to teach local youngsters about tree care and the history and significance of the holiday.

At eight Pittsburgh public school sites throughout the city, Duquesne Light employees planted trees, led tree hikes and assisted with art projects. Pittsburgh Mayor Luke Ravenstahl and school superintendent Mark Roosevelt took part in activities at the Homewood Early Childhood Center.

Collaborating with Duquesne Light's Vegetation Management staff on this year's events were Carnegie Library, the City of Pittsburgh Public Works Department, CitiParks, Friends of the Pittsburgh Urban Forest, and Conservation Consultants, Inc.



The goal of the company's vegetation management program is to work with communities to manage the urban forest so that everyone can enjoy healthy, attractive trees that live in harmony with safe, reliable electric service. As part of the program, we use proper pruning methods that protect the health of the tree, and also promote planting the "right tree in the right place." 🌱

For more information, go to duquesnelight.com.



Wise Energy Usage Tip of the Month

When planting trees around your home, consider placing them on the south and west sides. Planting trees in these locations will help block the most intense rays of the sun, keeping your home cooler during the summer months. Before you grab a shovel, make sure you take into consideration the full-grown height and width of the type of tree you're planting and the location of overhead power lines. Trees growing too close to electric wires will have to be pruned or removed. By thinking ahead and making good choices, your can avoid utility pruning as your trees grow. 🌱



Go Green With Online Bill Delivery

Using online options to view and pay all of your monthly bills can benefit the environment while saving you money at the same time. It can also provide the added benefit of improving protection against identity theft.

The environment benefits because you're using less paper. Just think about the stacks of envelopes and receipts that stack up month to month from those bills. You can save nearly seven pounds of paper each year* by going paperless. If you also pay online, you'll save money – \$100 or more annually* – through the elimination of postage and checks.

You can improve security too. Eighty-five percent* of identity theft cases are due to "offline" events, such as stolen checkbooks, wallets or paper bills.

Duquesne Light offers convenient online options to help you "go green." Our FREE ebill service, *ElectriPay*, in partnership with *CheckFree*, allows you to receive and pay bills online.

For more information, go to the **Billing & Payment** area on the homepage of our website, duquesnelight.com. 🌱

*According to the Electronic Payments Association.

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 TELEPHONE SERVICE REPRESENTATIVES

Memorial Day
May 26
Closed