



Service Line

A power-filled publication brought to you by  Duquesne Light



Learn More About Watt Choices Program at Home and Garden Show March 5-14



— WATT —
CHOICES

OUR ENERGY...YOUR POWER TO SAVE®

With more than 1,400 exhibits, the Duquesne Light Home & Garden Show is the largest event of its kind in Pennsylvania. The 29th edition of the annual home show will take place March 5-14 at the David L. Lawrence Convention Center in downtown Pittsburgh.

This year, Duquesne Light again will have its informative booth, complete with the always-popular “scratch-and-win” tickets, which give visitors a chance to win great prizes, including compact fluorescent light bulbs or a \$50 Duquesne Light gift certificate.

Visit the Watt Choices Booth

New this year is a separate exhibit space for our recently launched “Watt Choices” energy conservation program, designed to help customers conserve energy and lower their electricity costs. Located in the second floor outer lobby, near the KDKA-TV studio, the Watt Choices booth will give customers an opportunity to explore the many energy conservation measures offered by Watt Choices – from rebates on energy saving products to a refrigerator recycling program.

Complete Online Audit, Receive Special Energy-Savings Kit

Duquesne Light residential customers who complete the Watt Choices online home energy audit can receive, at no cost, a special energy-saving conservation kit at the Home Show.* The kit contains three compact fluorescent light bulbs and a furnace whistle, which sounds when your filter needs replaced.

Our online home energy audit, “Energy Insights,” incorporates your actual electric use history to produce an in-depth Home Energy Improvement Plan detailing ways you can save energy and money. This customized audit summary will tell you which of our Watt Choices rebate items will help reduce your home energy use.

*Available while supplies last. One per premise.



Here's how you can receive the kit at the Home Show:

- Go to www.wattchoices.com.
- Find the “Home” menu on the left side of the page.
- Choose “online energy audit,” then click on “Energy Insights.”
- Enter your Duquesne Light account number and complete the short home profile, including the square footage of your residence, heating source, appliance info, etc.
- Click on “View your report” to learn many ways to save!
- **Bring a copy of the cover of your Home Energy Improvement Plan, which includes your account number, to the Watt Choices booth at the Home Show**
- Sign a pledge to install the contents of the special energy-saving kit.



29th Annual Home & Garden Show



March 5-14, 2010

David L. Lawrence Convention Center
Downtown Pittsburgh

Buy One Ticket, Get Second at Half Price
(Weekdays Only)

Duquesne Light customers can receive a special discount 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 present this coupon at the convention center's box office on any weekday.

Offer applies to weekdays only:

Friday, March 5, 2010, and
Monday, March 8, through Friday, March 12, 2010.

Wise Energy Usage Tip of the Month

Complete Online Home Audit, Receive Conservation Kit

Our *Energy Insights* online audit, available at wattchoices.com, enables you to analyze energy use in your home by providing an in-depth report detailing ways you can save energy and money. It's based on your actual electric use, as well as specific info you provide about the size of your home and the appliances you use. This customized *Home Energy Improvement Plan* also will tell you which of our Watt Choices rebate items will help reduce your home energy use. Customers who complete the audit can receive a special energy-savings conservation kit at the Duquesne Light Home and Garden Show, March 5-14. See the front page of this newsletter for details. 🐝



LIHEAP Energy Assistance Extended to April 2

The Low-Income Home Energy Assistance Program, better known as LIHEAP, provides important help to people who are having a problem paying their utility bills, especially during cold-weather months.

The application deadline for assistance has been extended to April 2. Applicants don't have to be on public assistance or have an unpaid utility bill to be eligible. They can either rent or own a home.

LIHEAP provides one cash grant per heating season. This money can help you pay your electric bill. To be eligible, your income must fall within the guidelines.

If you've applied for a LIHEAP cash grant and still need more help, the next step is to apply for a LIHEAP crisis grant, to be used for energy-related emergencies (service shut off, frozen pipes, broken furnace, lack of home-heating fuel or in imminent danger of being without this fuel).

For more information and to obtain an application form, go to our website, www.duquesnelight.com and click the "Need Help Paying Your Electric Bill" graphic, or call 1-888-393-7600. 🐝



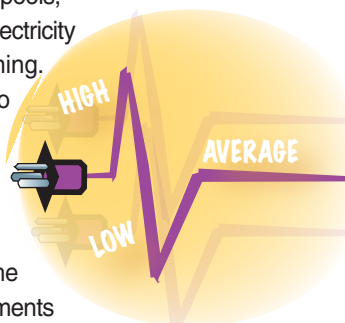
Monthly Income

Household Size	LIHEAP
1	\$1,355
2	\$1,821
3	\$2,289
4	\$2,757
5	\$3,224
6	\$3,692
7	\$4,160
8	\$4,626

Start Thinking Summer by Joining Our Budget Payment Plan Now

Summer is on its way with picnics, pools, vacations and, for many, larger electricity bills especially if you have air conditioning. With all the great summer activities to enjoy, don't let unpredictable electric bills worry you. Beat the heat with confidence by joining Duquesne Light's free Budget Payment Plan.

Our free Budget Payment Plan is the best way to level out your electric payments throughout the year. We determine the Budget Payment Plan amount by calculating your average electric usage over the past year. As a result, your payments will be about the same each month, even though your electric use may go up and down during the year.



Joining is easy! Simply pay the Budget Payment Plan amount shown on page three of your bill, and you'll be automatically enrolled in the plan for the next 12 months. As a reminder to pay the Budget Payment Plan amount, we'll show you the amount due and the number of months that you've been on the plan at the bottom of the first page of each subsequent bill. The 12th budget bill will be the difference between your actual monthly usage and the total budget amounts you've paid.

So beat the heat by joining the more than 150,000 customers who are taking advantage of this free, convenient service.

And for even less hassle when you're out of town or busy with summertime activities, why not sign up for E-Billing? ElectriPay is our free electronic billing service. With easy online access, viewing and/or paying your bill is a breeze! Visit our website at www.duquesnelight.com for details! 🐝

HOW TO REACH DUQUESNE LIGHT

Customer Service	412-393-7100
Outages and Emergencies	412-393-7000
TDD (Telecommunications Device for the Deaf)	412-393-4320
Credit & Collection	412-393-7200
Watt Choices Program	412-393-7100 select option 4 then option 5
Department and Employee Directories	412-393-6000
Universal Services (Energy Assistance)	1-888-393-7600
Time and Temperature	412-391-9500

HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Presidents' Day
Monday, Feb. 15
Open