



411 Seventh Avenue
P.O. Box 1930
Pittsburgh, PA 15219-1930

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Contact Joseph Vallarian
Telephone 412-232-6848
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DUQUESNE LIGHT EARNS TOP CUSTOMER SATISFACTION RATING IN COUNTRY

Reliability of Service Remains Foundation for Company's High Ranking

PITTSBURGH – Duquesne Light ended 2007 as the highest rated in terms of customer satisfaction among approximately 100 electric utilities across the United States.

Reliability remains the foundation for the company's continued high customer satisfaction rating, with 92 percent of customers providing a positive rating. Among the other categories in which Duquesne Light received high ratings were: being a company that can be trusted; being responsive to customer needs; having knowledgeable and well-trained employees; and having bills that are easy to understand.

Duquesne Light ranked higher than the national average in 33 of 34 benchmark measures. The company's positive satisfaction rating was 15 points higher than the national average. A total of 24 Duquesne Light measures were ranked in the first quartile.

“Achieving the top customer satisfaction rating is a tribute to all employees, from those in the field who work hard to keep customers connected, to the telephone and field service representatives who interact with customers on a one-on-one basis every day, to those in all of the support departments who work behind the scenes to make sure every customer experience is a quality one,” said Maureen Hogel, senior vice president and chief legal and administrative officer.

“We believe the company's challenge going forward is to continue to do what's best for customers. That includes doing all we can to provide the best price, while continually improving reliability, restoration and our overall service to all customers.”

The survey was conducted by Market Strategies International (MSI) – one of the largest market research firms worldwide.

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