



NEWS RELEASE

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Duquesne Light Launches “Instant Connect” and “Seamless Move” To Increase Convenience for Shopping Customers

PITTSBURGH – For many families, moving to a new home or business location can often be a challenging process. Duquesne Light Company is now offering two solutions, Seamless Move and Instant Connect, to help increase convenience for customers who shop for their electric generation supplier.

Seamless Move enables customers to retain their current electric generation supplier, without disruption, when moving to a new location within the Company’s service territory. Instant Connect provides new customers with the ability for electric generation supplier service to begin on day one of their new utility service, rather than first having to enroll in Duquesne Light’s default electric generation supply service.

Eligible customers for Seamless Move and Instant Connect include existing residential shopping customers and existing commercial and industrial shopping customers with less than 300 kilowatts of demand.

“Modernizing our technology helps to lay the foundation to make it easier for customers to do business with us,” said Campbell Hawkins, Vice President Customer Service, Duquesne Light. “Initiatives like these help to pave the way for an enhanced customer experience.”

In addition, Duquesne Light has enhanced its Accelerated Switching offering. Most customers now can switch their generation supplier every three business days. Previously, customers could only do one “on-cycle” and one “off-cycle” switch per billing period. This will help continue to provide access to competitive pricing options that best meet customers’ needs and budget.

To learn more, visit DuquesneLight.com or contact us at 412-393-7100 between 8 a.m. and 5 p.m., Monday through Friday.

About Duquesne Light Company

Duquesne Light Company is committed to more than keeping the lights on; it powers the moments in its customers’ lives. As a next generation energy company, Duquesne Light Company’s nearly 1,500 employees are dedicated to delivering reliable and safe energy to more than a half a million customers in southwestern Pennsylvania

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