Smooth Transition Expected

Customer Information System Upgrades to be Completed in 2014

Duquesne Light is upgrading its customer information systems to make it easier for you to manage your electric use. These changes, to be completed in 2014, are focused on enhancing your customer experience when interacting with Duquesne Light.

What will be changing?

- Your current 13-digit account number will be replaced with a new 10-digit number. No action is required on your part.
- You will have a special supplier agreement ID number to use when choosing an electric generation supplier.
- Scheduling of appointments will be easier for a select group of services.
- Enrollment will be required for new budget billing customers. No action is required by current budget billing customers who continue to pay their monthly budget amount.
- There will be minor format changes to your monthly Duquesne Light bill.
  - The bill changes will be detailed in a future issue of Service Line and also can be viewed on our website, DuquesneLight.com.

Where can I get more information on these changes?

Just click the “FOCUS” button at the top of the homepage on our website, DuquesneLight.com. Regular updates will be provided, beginning this month and throughout 2014, in Service Line.

Thank you for your patience.
We are committed to making this transition as seamless as possible for all of our customers. Please know that we greatly value you as a customer and appreciate your patience.

Employee Profile

Customer Activity Specialist B

Name: Rebecca
Job Title: Customer Activity Specialist B
Department: Field Services
Years at Duquesne Light: 4

What do you do at Duquesne Light?
I work in the field to turn on electric service for new customers, turn it off for those who’ve moved and read meters. I also post notices and complete shutoffs, as needed.

What is a typical day for you at Duquesne Light?
I work the 11 a.m. to 7:30 p.m. shift out of our Raccoon Service Center in Beaver County. The first thing I do when I get to work is route my orders for the day. A typical day usually involves about 30 stops, so I have to be sure I route efficiently in order to get as much done as possible. I am responsible for all the routes in Beaver County when the early shift ends, so the afternoon can be really hectic if I don’t plan well.

What is the best part of working at Duquesne Light?
I’ve held a few different positions, including jobs in payment processing and customer service. However, being out in the field and having more personal interactions with customers has quickly become my favorite aspect. I value their honesty, kindness and even when they are not so happy with us since I now can help face-to-face. In the field, workers like me are the face of Duquesne Light, after all!

How do you enjoy spending your time away from work?
My husband and I like to go to concerts, compete in tennis and play video games like Wii sports and Mario Kart. I also like to cheer him on when he plays hockey. We love to cook … and eat. Pierogies are the comfort food I can’t get enough of, so I have to make time to go to the gym too!
Analyze Your Home Energy Use…
...Get Free Energy Conservation Kit

Many of your family members or friends have gotten their free Energy Efficiency Kit from Duquesne Light. What are you waiting for? Go to WattChoices.com now and complete a home energy audit or an instant bill analysis and the kit will be shipped to your home.

Duquesne Light residential customers who click on the “Detailed Analysis” button, and complete a home energy audit, or the shorter “Instant Analysis” of your most recent electric bill, will receive a free Energy Efficiency Kit through the mail. The kit contains compact fluorescent light bulbs, nightlights, and a Smart Strip (surge protector with power controls). It will be delivered in 6-8 weeks.

Once on the WattChoices.com home page, click on the “Online Energy Audit” option on the menu in the left margin. You’ll then need to enter your account number to get started. Both the “Detailed” and “Instant” options use your actual electric use history as part of the analysis.

Where appropriate, the customized Detailed Analysis summary will tell you which of our Watt Choices rebate items will best help reduce your home energy use. These include rebates on the purchase of various energy-efficient appliances as well as a wide range of energy-saving devices, such as programmable thermostats, dehumidifiers, lighting fixtures and Smart Strips.

In addition to the online energy-use audit and rebates, Watt Choices helps customers conserve energy and protect the environment while lowering their electricity costs through recycling of old refrigerators and freezers and discounts on compact fluorescent (CFL) and light-emitting diode (LED) light bulbs. Visit WattChoices.com for details.

*One kit per active account.

PUC APPROVES DISTRIBUTION RATE CASE SETTLEMENT

On April 23, the Public Utility Commission approved the settlement agreement that was reached in Duquesne Light’s distribution rate case proceeding. As a result, new distribution rates went into effect May 1. It has been three years since Duquesne Light last asked for an increase in its distribution base rates.

A residential non-electric heating customer using 600 kilowatt-hours per month who purchases generation supply from Duquesne Light will see an increase of approximately $5, resulting in an average total bill of $84.

This rate adjustment will help offset the costs of the company’s ongoing distribution infrastructure upgrades, the installation and deployment of a significant new customer information system, vegetation management commitments and cyber security initiatives.

Use Live Chat for Help Online

Just log on to DuquesneLight.com and look for the live chat icon. If you see that we are online, a Live Chat representative will be glad to assist you!

USE LIVE CHAT FOR HELP ONLINE

Attorneys will be available, free of charge, to help low-income community members with an array of general legal issues, such as landlord-tenant disputes, child custody and immigration. The clinic will not provide advice regarding criminal matters.

Appointments are required. Those interested simply need to call 412-355-6776 to schedule a time.

Free Legal Help Available for Low-Income Residents

Do you need dependable legal help but can’t afford it and don’t know where to begin? Duquesne Light has partnered with K&L Gates and the Pittsburgh Pro Bono Partnership to form the South Hills Legal Clinic. The clinic will be held at the Stewart Avenue Evangelical Lutheran Church, located at 2810 Brownsville Rd., in Brentwood, on the first Wednesday of every month from 6 to 8 p.m.

HOW TO REACH DUQUESNE LIGHT

Customer Service ......................................................... 1-888-393-7100
Outages and Emergencies ........................................... 1-888-393-7000
(Telecommunications Device for the Deaf) ..................... 412-393-4320
Credit & Collection ....................................................... 412-393-7200
Department and Employee Directories ............................ 412-393-6000
Universal Services (Energy Assistance) ........................... 1-888-393-7600
Time and Temperature .................................................. 412-391-9500
Watt Choices .............................................................. 1-888-WATTLEY (1-888-928-8539)

Social Media

@DuquesneLight
facebook.com/DuquesneLight
text DUQLIGHT to 94253

HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Memorial Day – Monday, May 26 – Closed

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