



Service Line

A power-filled publication brought to you by  Duquesne Light

Upgrade of Customer Information Systems Complete



Putting Powerful Tools To Work for You

Throughout 2014, we talked a lot in *Service Line* about the upgrade of our customer information systems, which will make it easier for you to manage your electric use and will enhance your experience when interacting with us. Over the recent Thanksgiving holiday, the new systems were put into operation.

Many people worked countless hours over an extended period of time to make this transition as smooth as possible for our customers. We greatly appreciate the patience shown by those of you who needed to contact us during the final transition to the new systems, when our website and automated telephone self-service features were limited or unavailable for several days. We apologize for any inconvenience this may have caused.

The new systems provide a foundation for future programs and services along with some immediate benefits.

- Customers will retain the same account number, even if they move.
- Separate services can be billed on one account.
- Seasonal mailing addresses no longer expire.
- We also offer additional information on bills for our Customer Assistance Program (CAP) customers. For example, CAP customers who may have missed a payment no longer have to call for the “catch-up” amount.

In the near future, in conjunction with improvements to our website, customers will be able to more fully analyze and manage their electric use. We’ll also be able to help you manage your power generation costs by streamlining the process used to change your electricity supplier from weeks to days.

Again, we thank you for your patience during this necessary transition to our new customer information systems. They provide the foundation to redefine and really enrich our relationship with you. We look forward to that process.

If you have any questions about the customer information system upgrade, click the FOCUS button on the home page of our website, DuquesneLight.com. As always, if you have any service issues, contact one of our customer service representatives at 412-393-7100.

Watt Choices Offering Significant Discount on Whole-House Energy Audit

A house is a system. All its parts – from insulation and heating/cooling systems to windows and lights – need to operate in harmony to make it efficient and cozy. A substantial Watt Choices discount is available for customers who participate in Duquesne Light’s new Whole-House Energy Audit program, which can help Pittsburgh area homeowners enjoy year-round comfort while reducing their overall energy use.

Thanks to an instant Watt Choices rebate of \$250, this extensive Whole-House Energy Audit will cost only \$149. Households that meet income-eligibility guidelines can receive the audit at no charge.

Every professional audit includes a thorough analysis of the home’s energy use and suggestions for improvement. The \$149 fee also includes installation of compact fluorescent light bulbs (CFLs), smart power strips, and additional energy-saving equipment. Residents also will be provided with professional recommendations on potential upgrades that make sense for their homes,

Make your home more comfortable and save on your energy bills!

Visit WattChoices.com for details.



and the associated Watt Choices rebates available from Duquesne Light for those upgrades.

“Through our numerous Watt Choices options, many of our residential customers have taken basic steps to conserve energy in their homes,” said Dave Defide, manager of Customer Programs at Duquesne Light. “The Whole-House Energy Audit provides a higher level of analysis and a wider range of options for customers to make their homes more comfortable and save money.”

For more information or to schedule an appointment, go to WattChoices.com or call 1-888-998-9478. Watt Choices helps Duquesne Light customers conserve energy and protect the environment while lowering their electricity costs through a variety of programs.

Feb. 12-13

Help Your Neighbors by Donating to KDKA Warmathon

Duquesne Light again is teaming with NewsRadio 1020 KDKA to present a fundraising Warmathon Feb. 12 and 13 to help local individuals and families who have fallen on hard times pay for utility services.

During the Warmathon, listeners can help through donations to the Dollar Energy Fund, a local nonprofit organization that assists people who are working hard to pay their utility bills but are falling just a little short. In six years of partnership, the Warmathon has raised almost \$2 million, enough to assist approximately 5,300 local families.

This year's Warmathon will be broadcast on KDKA 1020 (AM) from 5 a.m. to 11 p.m. on Feb. 12 and from 5 a.m. to 1 p.m. on Feb. 13. In addition to calling in during the Warmathon, you can send a donation to PO Box WARM, Pittsburgh PA 15230 or donate directly at DollarEnergyFund.org. Donations will continue to be accepted at the website and the PO box after the Warmathon.



Resolve to be Ready for Storms and Other Natural Disasters in 2015

The start of a new year is a great time to make positive changes in your life. This year, Duquesne Light is urging all customers to make a New Year's Resolution to be prepared for storms and any other potential emergencies before they strike.

Duquesne Light is participating in the Federal Emergency Management Agency's (FEMA) Resolve to be Ready campaign. Through this partnership, we urge you to

make a resolution to be prepared for any potential emergency you may face in 2015 by taking important steps such as assembling a family supply kit, having a preparedness plan, getting trained in CPR and much more.

The 2015 Resolve to be Ready campaign focuses on seasonal preparedness. The Ready campaign encourages families to prepare throughout the year for all weather hazards during winter, spring, fall and summer.

Emergency supply kits should contain such items as nonperishable foods, flashlights, extra batteries, emergency contact phone numbers, medications, copies of important documents, substantial drinking water and more.

For more information, visit Ready.gov/ready2015 or visit the "Power Outage Tips" section of DuquesneLight.com.

Duquesne Light Sponsors Free Admission, Omnimax

Join Us on Martin Luther King Day at Carnegie Science Center

Duquesne Light once again will partner with Carnegie Science Center to offer a day of environmentally themed programming for all ages on Martin Luther King Day. All visitors will enjoy free general admission, an Omnimax film, and parking on Duquesne Light Conservation Day, Monday, Jan. 19, 2015.

During Duquesne Light Conservation Day, visitors will be able to explore the Science Center's four floors of hands-on exhibits; experience the latest Science on the Road program, *Home Makeover: Green Edition*, produced in partnership with Duquesne Light,



CARNEGIE SCIENCE CENTER
One of the four Carnegie Museums of Pittsburgh

as well as *Captain Green's Time Machine*; and watch an environmentally themed Omnimax film on the biggest screen in Pittsburgh. "Conservation Day at the Science Center provides a great opportunity to provide education about conserving energy to the younger generation in a fun environment, while also celebrating the contributions Dr. King made to America," said Lisa Minor, senior community relations representative at Duquesne Light.

Free general admission, Omnimax film, and parking on Jan. 19 are subject to availability.

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)

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text DUQLIGHT to 94253

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Our Energy...Your PowerSM



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