



Service Line

A power-filled publication brought to you by  Duquesne Light



Visit Electric Lane at Home & Garden Show March 6-15

Learn About Electricity (and Win Prizes Too!)

Live demonstrations. Interactive displays. Experts who can answer your questions. Fun games. And no one leaves empty-handed.

All that and more is available to those who visit Electric Lane at the 2015 Duquesne Light Home and Garden Show, scheduled for March 6-15 at the David L. Lawrence Convention Center.

Visitors can learn about safety around power lines, why we trim trees a certain way, how we respond during storms and power outages, and much more. There also is a prize for everyone who participates in the popular scratch-and-win game.

Electric Lane's extensive footprint will feature displays on both sides of the aisle, highlighted by the "Juicer," a training device that Duquesne Light routinely takes to area fire departments and first responders to educate them about working safely near electric lines.

'Juicer' Provides Dynamic Safety Demonstration

The intent of the "Juicer" exhibit is to teach respect for, not fear of, electricity. Powered by a small gasoline generator, the Juicer includes small utility poles connected by actual power lines and a transformer. Wearing appropriate safety gear, a Duquesne Light employee uses an insulated stick to move a grounded probe close to the energized wires, causing electricity arcs to meet the probe and producing a visual and audible demonstration of a dangerous electric fault. That fault is similar to what happens when a tree limb comes into contact with power lines during a storm. The demonstration also explains why squirrels and birds can safely sit or walk on power lines while tools, tree limbs, ladders and other equipment that come into contact with power lines conduct electricity and can present major safety hazards.

The main Duquesne Light booth, located across from the "Juicer," once again will feature the scratch-and-win game, as well as interactive energy-related displays. Nearby is an impressive display of overhead power lines that details which equipment on a typical utility pole is Duquesne Light's versus which is cable television or telephone equipment. Next door, members of our Vegetation Management Team



can help you make the right choices for planting trees near our power lines. Just across the "street," you can sign up to win a daily drawing for a home safety kit.

Scratch & Win

This year's Home & Garden Show begins Friday, March 6, and runs through Sunday, March 15. Times are 10 a.m. to 10 p.m. on Fridays and Saturdays, 10 a.m. to 6 p.m. on Sundays, and 4 p.m. to 10 p.m. on weekdays. Duquesne Light customers can take advantage of a \$3 discount on weekday admissions. Simply bring the coupon on this page to the convention center box office.

1700 Exhibits!

Duquesne Light
HOME & GARDEN SHOW

MARCH 6-15

Pittsburgh Convention Center
Downtown

Over 10 acres with everything for your home!

Save \$3 off one regular adult ticket at the Convention Center box office. One coupon per customer.

Valid weekdays only:

Friday, March 6; Monday thru Friday, March 9 thru March 13

Don't miss the largest home event in Pennsylvania!

Fridays and Saturdays 10 a.m. - 10 p.m.

Sundays 10 a.m. - 6 p.m. ★ Monday - Thursday 4-10 p.m.

Adults: \$10.00 ★ Children 6-12: \$4.00 ★ Under 6: Free



PghHome.com



PARK AT HEINZ FIELD LOTS FOR \$7.00.

DLC

RIDE THE FREE Fox 53 Flyer CONTINUOUS SHUTTLE TO THE SHOW.

Be Smart, Be Safe When Using an Emergency Generator



While Duquesne Light works hard year round to provide our customers with a safe and reliable source of electricity, severe storms can cause power outages due to damage to our equipment by ice, high winds, falling trees and lightning strikes.

Some customers have found that gasoline-powered portable generators can be an effective energy source during an extended power outage. Purchasing and using a generator is a personal choice based on the need for having uninterrupted service. However, following simple precautions when using a generator is important for the safety of you and your family.

“While generators can be useful during a power outage, extreme caution must be used in setting up and using one,” said Warren Stough, Director, Safety and Workforce Development. “Improper installation could present a serious danger to you and others, as well as damage the generator and your home’s electrical system.”

Following are important points to remember when considering using a generator.

- Consult a licensed electrician to choose a generator that is the right size for your needs, and be certain that it meets national and local electrical code requirements.
- Whether you select a permanent standby generator or a portable generator, it is critical that you read and follow all of the manufacturer’s safety and operations instructions.
- Carbon monoxide (CO), an odorless, colorless gas, which can cause sudden illness and death, is produced any time a fossil fuel, such as gasoline, is burned. As a result, always operate your generator outdoors and make sure exhaust gases are safely vented away from your home.
- Never use a generator inside homes, garages, crawl spaces, basements, sheds, or similar areas, even when using fans or opening doors and windows for ventilation.
- If a permanent standby generator is to be connected directly to your home’s circuits or wiring, the unit must be installed by a qualified, licensed electrician and have a special transfer switch to ensure that electricity produced by the generator does not backfeed into Duquesne Light’s electric lines.
- Never connect the generator to any live electrical outlets.
- Avoid contact with bare wires and terminals.
- Use a Ground Fault Circuit Interrupter (GFCI) in any damp or highly conductive area.

What’s Yours? What’s Ours?

Bringing electricity from the utility pole on a street into a customer’s home can be described as a “team effort.” Duquesne Light is responsible for some of the equipment while the customer must take care of repairs and upkeep for other parts.

Basically, Duquesne Light maintains the wire that delivers the electricity to your home and the meter that measures your power usage. The accompanying illustration shows the electrical system for a typical home, and how responsibility for that equipment is shared between Duquesne Light and the customer.

It is also important to note that while Duquesne Light maintains the service-drop wire, the customer is responsible for having any vines or tree branches pruned or removed from the service-drop area that may interfere with your electric service. **For your personal safety and the safety of those you may hire, qualified line-clearance tree professionals must be used to remove any vegetation around energized wires.**

1. Service Drop - While Duquesne Light maintains the service-drop wire, you are responsible for pruning or removing any tree branches or vegetation that may interfere with your electric service.

2. Point of Attachment - We provide the anchor - known as a “one point” - that attaches the service drop to the home.

3. Service Entrance Cable - You are responsible for the wire that runs along the outside of your home into the meter, and from the meter to your service panel or fuse box.

4. Meter Base - The metal box that houses the meter is the customer’s responsibility.

5. Meter - Duquesne Light owns and maintains the meter.

6. Service Panel or Fuse Box - You are responsible for the box, the circuit breaker or fuses, and all of the wiring inside the home.



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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