



ServiceLine

A power-filled publication brought to you by



PayItGreen™



Good for the Environment. Good for You.

Try Our Free, Paperless Billing & Payment Options

For many customers, paying your electric bill means waiting for a paper bill to arrive in the mail, then opening it, writing out a paper check, stamping an envelope and mailing it back to us, not to mention filing away the bill for your records.

That's a lot of paper.

It doesn't have to be that way. Duquesne Light makes it possible to "go paperless" when paying your electric bill with our free, optional e-Bill, ElectriCheck and Schedule a Payment services.

e-Bill is a free service that enables you to view your Duquesne Light bill online. Once you enroll in e-Billing, you no longer will receive a paper bill. Instead, you will receive an email with the amount and date due, as well as a link to review your entire e-Bill and to manage payment online. Six months of your bills will be available online to make record keeping easy in case you ever need to refer back to them. Keep in mind, you also will have the ability to save your e-Bill to your computer as part of your personal record keeping.

Automated Bill Payment (ElectriCheck) – While e-Bill eliminates the paper aspect of receiving your electric bill, ElectriCheck eliminates the need for paper when making your payment. Through this free service, your monthly payment will automatically be deducted from your specified checking or savings account on the due date.

Schedule a Payment – Allows you to make a one-time payment from a specified checking or savings account on the date you choose. Payments can be scheduled as little as two days in advance (except for the first payment, while your information is verified).

Remember, as indicated on your bill, if payment is not received by the due date each month, you will receive a late payment charge of 1.25 percent.



Whether you are a regular visitor to Duquesne Light's website or a new user, it's easy to sign up to go green.

Here's how:

Registered users of Duquesne Light's website:

- Log on to your account at DuquesneLight.com.
- Click on "For Your Home."
- Click on "Manage My Account."
- Select "Payment Options" then "Pay It Green" from the menu on the left.

New visitors to our website:

- If you are new to our website, then you will need to first complete a simple enrollment process, including developing a username and a password, before taking the steps listed above to "Pay It Green."
- Please be aware that the email address used for your web registration will be used to deliver your e-Bill notifications. Once registered, be sure not to filter emails from e-Bill@duqlight.com as spam or junk mail.

If you need help registering, don't hesitate to call one of our customer service representatives at 412-393-7100.

Accelerated Supplier Switching Now Available

PA PowerSwitch

Pennsylvania Public Utility Commission

cycle if the customer's EGS provides notification within the timeframe needed to process the switch.

Not all customers are eligible for accelerated switching at this time, but will be in the future. Customers who are ineligible for an accelerated switch include those with unmetered accounts, those who net meter, summary bill accounts, hourly price service (HPS) customers who have been shopping for less than four months, street lighting and private area lighting accounts, and Rider 13 customers.

We strongly encourage customers to first contact their current EGS to determine if they will be charged an early cancellation fee if they switch to another supplier or to

Duquesne Light default service. The phone number for a residential customer's EGS can be found in the "General & Supplier Information" section on page 4 of your Duquesne Light bill.

The PUC's PaPowerSwitch.com website remains the best source to compare the many supply options available to local residents. PA PowerSwitch.com also offers a variety of educational tools that can educate electric supply shoppers on the difference between fixed and variable rates and how to choose the rate type that's best for them.

Regardless of your choice of supplier, Duquesne Light will continue to safely and reliably deliver your electricity, provide repairs and maintenance, respond to outages and handle any questions you may have about your monthly bill.

Customers who want to switch to a new electric generation supplier (EGS) from an existing supplier, or from Duquesne Light's default service to an EGS, or back to default service, now can do so much quicker. The switch now will be made in three business days after the request is received. Billing with the customers' new supplier will begin on the fourth day. Customers should contact their EGS about this new accelerated switching option or can call one of Duquesne Light's customer service representatives at 1-888-393-7100 with any questions.

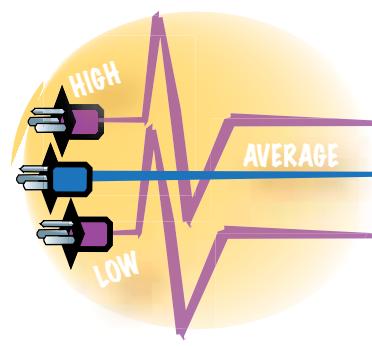
During the initial phase of Duquesne Light's accelerated switching option, customers only will be allowed to make one switch during a bill cycle. Their Duquesne Light bill will detail charges of the two different suppliers during the billing period. An additional switch also can be made at the beginning of the next bill

Budget Billing Levels Out Ups & Downs of Your Bill Payments

If you're like most people, your electric bill varies from season to season. Sometimes it's lower; sometimes it's higher. You can help to level out these ups and downs with our Budget Payment option. Duquesne Light offers customers the option to pay a budget amount each month. The budget is a rolling average of the customer's usage, and it is recalculated quarterly.

How It Works

To join the budget billing program, contact our customer service department at 412-393-7100 between 8 a.m. and 5 p.m., Monday through Friday. Please note that you will have to pay off any existing balance from previous Duquesne Light bills before joining the budget billing program.



Once you've enrolled in budget billing, your budget amount will be reflected in the "Budget Amount Due" heading located at the bottom right corner of the first page of your bill.

Duquesne Light will review your budget amount periodically for adjustments. This review may result in changes to your

"Budget Amount Due" every four months to help ensure that your bill reflects your energy use.

It is a requirement to pay the "Budget Amount Due" each month. As noted on your Duquesne Light bill, you will receive a late payment charge of 1.25 percent if the "Budget Amount Due" is not paid by the date listed ("Late Charge After") on your bill.

If you decide you no longer want to be a budget billing customer, you can cancel your participation by contacting a customer service representative at 412-393-7100, between 8 a.m. and 5 p.m., Monday through Friday. If you cancel budget billing and want to re-enroll, you will need to pay off any existing balance from previous Duquesne Light bills.

Attention College Students: Shut Off Your Electric With a Few Clicks

With final exams right around the corner, it's time for many college students to begin thinking about packing up their apartments and heading home for the summer.

It is simple for college students in our service territory to shut off their electric service without ever picking up a telephone.

Simply go to the "For Your Home" section of DuquesneLight.com and click on "Customer Service" and then "Moving." You will need a Duquesne Light online account to schedule your shut off. If you haven't yet registered, you can do so in minutes. When registering, make sure to have a recent bill handy so that you can enter your account and meter number.

All Duquesne Light customers, not just students, can start, stop or transfer service 24/7 by visiting our website.

Another reminder to students: you can use the same free service to turn your electric service back on when you return to school in the fall. Good luck on finals and have a great summer.



Pull the Plug on Energy Theft



When one individual steals electricity, we all lose.

Every year in the United States, energy theft costs utility companies and their customers billions of dollars.

Just as shoplifting creates higher prices on merchandise for sale at the mall, the same holds true with the electricity we depend on every day. Unfortunately, it's the honest, paying customers who end up paying the bulk of these costs in the form of higher rates.

In addition to financial damages, utility theft also presents a safety hazard to people and property. The actions taken to steal electricity – such as cutting wires or illegally installing electrical equipment – often create

fire hazards that not only endanger the person stealing the power, but also neighboring homes and families.

With customers' help, Duquesne Light can prevent energy theft from affecting safety and utility costs. For more information, click on the "Energy Theft" link on the "Customer Service" menu in the "For Your Home" section of our website, DuquesneLight.com.

To report energy theft, call our Energy Diversion Department at 412-393-1775, email stop-theft@duqlight.com or fill out the online form at the bottom of the "Energy Theft" page on our website. All information is confidential and may be submitted anonymously.

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



Duquesne Light
Our Energy...Your PowerSM



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