



Service Line

A power-filled publication brought to you by  Duquesne Light



SMARTPHONE USERS now can report/monitor storm outages via our mobile website

Through our preventive maintenance and vegetation management programs, Duquesne Light works hard year-round to keep you connected to a safe, reliable source of electricity. However, during spring and summer months, storms can cause power outages due to damage to our equipment by high winds, falling trees and lightning strikes.

Customers with smartphones now can report outages as well as view any current outages around the clock, thanks to mobile options at DuquesneLight.com. In addition, smartphone users also can access storm tips and/or contact us with non-storm-related questions.

You will need a Duquesne Light online account to report an outage online. Approximately a third of our almost 600,000 customers already are registered users of our website. If you haven't yet registered, you can do so in minutes now, on your laptop or personal computer, before a big storm hits. When registering, make sure to have a recent bill handy so that you can enter your account and meter numbers.



Many Storm Options for Customers Without Smartphones

It's also easy to keep track of our storm-restoration efforts via Twitter (@DuquesneLight), the Duquesne Light Mobile Network (text DUQLIGHT to 94253) or Facebook (facebook.com/DuquesneLight). During normal weather conditions, these communication vehicles periodically provide electric-use safety tips and other relevant messages.

When storms strike the region, you also can report outages via your laptop at home or a personal computer at work. Please note that your home computer must have mobile wireless access to contact us since your home modem and router won't provide access when the power is not on.

If you call us at 1-888-393-7100 to report an outage, please follow the teleprompts in Electric Call, our automated call-handling system. You can report an outage without having to wait to speak to a customer service representative.

Plan Ahead With Emergency Kit

In conjunction with the Federal Energy Management Agency's Resolve to be Ready campaign, Duquesne Light encourages customers to be prepared for power outages before they occur by assembling an emergency supply kit.

The kit should contain materials and supplies that you would need to deal with a prolonged outage. Things like nonperishable foods, flashlights, extra batteries, emergency contact phone numbers, medications, copies of important documents, substantial drinking water and more. Your kit should be stored in a location that is easy to access, even in the dark, and its contents should be checked and updated regularly.

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



Go paperless with e-Bill. Learn about the benefits of receiving your bill electronically.

[Sign Up Now](#)

Go Paperless: Quick e-Bill Signup Available at DuquesneLight.com

Use a new quick-link on the home page of DuquesneLight.com to go paperless with our free e-Bill service.

e-Bill 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.

Protect Yourself From Scam Artists

Duquesne Light is warning customers to be aware of scam artists who may be targeting them.

Customers have reported receiving calls stating that if payment is not made immediately, their electric service will be terminated the same day. The callers are also directing customers to purchase “pre-paid” type credit cards to pay off the alleged amount.

Additionally, some customers have reported individuals, posing as utility workers, knocking on their doors claiming to be “from the power company,” then attempting to gain access to the home. In these instances, the criminals often work in pairs, with one person distracting the customer while the accomplice steals money and/or valuables in another part of the residence.

Following are some of the precautions customers may take to guard against scam artists.



Avoiding Phone Scams

- Duquesne Light does not call customers on the day of a scheduled termination for non-payment.
- Duquesne Light does not ask customers to purchase any type of pre-paid cards.
- Never provide credit card or other payment information if you are unsure if the caller is legitimate.
- If you are unsure that a call actually was from Duquesne Light, call us back at 1-888-393-7100 to verify.
- Customers suspecting they may have been targeted by scam artists should contact Duquesne Light and their local police.



Avoiding Door-to-Door Scams

- The vast majority of Duquesne Light’s work is external. In those rare instances when an employee may need to enter a customer’s home, it would be scheduled in advance.
- Duquesne Light employees wear company ID badges and generally drive vehicles marked with a company logo. Always ask to see the company ID of individuals claiming to be from Duquesne Light.
- Customers who are unsure if someone is actually a Duquesne Light employee should ask the individual to wait outside, then call Duquesne Light at 1-888-393-7100 to verify.
- Customers suspecting a scam should not allow the individual to enter their homes. Instead, they should notify Duquesne Light by calling 1-888-393-7100 and call their local police.

Do you need help paying your electric bill? Once in a while everyone can use a helping hand... Just Call Duquesne Light



Duquesne Light has a variety of programs that help low-income individuals and families in need pay their electric bills and learn how to use energy more efficiently. To see if you are eligible, check this chart for income guidelines for our Customer Assistance Program (CAP), Smart Comfort and the Customer Assistance & Referral Evaluation Service (CARES). Check our website at DuquesneLight.com for more information or call 1-888-393-7600 today and get a helping hand from Duquesne Light.

CAP offers monthly bill-payment assistance based on household income. Smart Comfort helps reduce customers’ electric bills through energy education and conservation measures. CARES helps payment-challenged and special-needs customers obtain support and assistance from appropriate social-service agencies.

Monthly Income Eligibility Guidelines

Household Size	CAP, Smart Comfort and CARES
1	\$1,471
2	\$1,991
3	\$2,511
4	\$3,031
5	\$3,551
6	\$4,071
For each additional person, add	\$520

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 25 – Closed

Duquesne Light
Our Energy...Your PowerSM

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