



# Service Line

A power-filled publication brought to you by  Duquesne Light

## Analyze Your Electric Bill

Website, Video Offer Same Tools Used by Our Customer Service Reps

It's happened to all of us. You open your electric bill and discover that it's a bit higher than you expected.

When this happens, customers often have many questions. What caused the increase? How did Duquesne Light arrive at this amount? Is there anything that I can do to reduce my usage and lower my bill?

The "How To Analyze My Bill" section of DuquesneLight.com provides you the very same tools that our customer service representatives use.

To get started, go to the "Manage My Account" dropdown menu on the "For Your Home" landing page, then click on "Understanding My Bill" and "How To Analyze My Bill." There, you will find an abundance of information – including a link to an informational video – designed to guide customers through these types of questions.

The video walks viewers step-by-step through such topics as how to read an electric meter, how to calculate kilowatt-hour usage and how weather changes can impact a bill. It also provides an overview on how lifestyle changes – such as house guests, new appliances and large holiday dinners – may have contributed to a higher bill.

The "How To Analyze My Bill" webpage tackles each of these topics in more detail and provides a checklist of questions customers can ask themselves regarding each topic. The answers to these questions will lend additional insight into how Duquesne Light arrives at the "Amount Due" total on your monthly bill. Customers can view their most recent meter readings, compare



their current usage to usage during the past 12 months, and more.

As for tips on reducing usage, the "How To Analyze My Bill" page directs customers to Duquesne Light's Watt Choices program at WattChoices.com. Watt Choices helps customers reduce their energy consumption and protect the environment while lowering their electricity costs through rebates on the purchase of

energy-efficient appliances, appliance recycling, discounts on CFL and LED light bulbs and more. As shown in the story below, our free, online home energy audit is one of the most thorough ways Watt Choices helps customers save energy and money.

All of these steps will help you better manage your electric use – and your electric bills – this summer and beyond.

## Analyze Your Home Energy Use... ...Get Free Energy Conservation Kit



One of the most thorough ways Watt Choices helps customers save money is through a free, online home energy audit. Simply answer a few questions about your home's age, type and structure, and a few questions about your energy-use habits. Watt Choices then will provide a detailed report based on your answers as well as your actual electric usage. The report contains insight on past energy use and, most important, a host of recommendations on how to reduce future use.

**As an added bonus, customers who enter their account number as part of the online audit will receive a complimentary energy efficiency kit\* that includes CFL light bulbs, nightlights and a Smart Strip surge protector with power controls.**

Active 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. Both the "Detailed" and "Instant" options use your actual electric use history as part of the analysis. The Energy Efficiency Kit contains compact fluorescent light bulbs, nightlights, and a Smart Strip (surge protector with power controls). It will be delivered in 6-8 weeks.

You can access either analysis through the "How To Analyze My Bill" page or directly on the WattChoices.com website.

\*One kit per active residential Duquesne Light account.

# Keep Safe While Working Near/With Electricity

**D**uquesne Light is offering safety tips for customer doing home repairs and yard work during the summer and fall months. “Safety is always the most important factor when working around electricity,” said Warren Stough, Director of Safety, Environmental and Workforce Development at Duquesne Light. “Working outside around electricity or with electrical equipment can cause unforeseen issues. It’s important to be prepared and take appropriate precautions to protect yourself and those around you.”

**Here are some tips to help keep you safe:**

## Working Around Overhead Power Lines

Be careful when moving antennas, metal gutters or other long metal items that could inadvertently touch an energized power line. Use non-conducting tools, if possible, and stay at least 10 feet from any power lines. When working on a roof, be cautious of the location of power lines so that you don’t stand up and accidentally come in contact with a line.

## Outdoor Power Tool Safety

Use power tools that have a three-wire cord plugged into a grounded receptacle, are double insulated, or are powered by an outlet with a ground fault circuit interrupter (GFCI). Inspect power tools and electric lawn mowers before each use for frayed power cords, broken plugs, and cracked or broken housings. If damaged, stop using it immediately. Repair it or replace it. Always use an extension cord marked for outdoor use and rated for the power needs of your tools.

## Ladder Safety

Use extra caution when using a ladder near power lines as you do repair work, remodeling or maintenance around your home. Use a non-conductive ladder, if possible. Keep ladders and tools at least 10 feet from power lines.

## Cutting Down Trees

Cutting down a tree or even pruning limbs is a potentially dangerous task. Tree limbs that grow into power lines may be carrying an electrical current. In those cases, it’s best to consult a professional. Do not attempt to touch or trim trees that are closer than 10 feet to any power line.

## Landscaping

When planning any outdoor planting, be sure to consider the proper placement of trees and shrubs. If planting near a transformer, be sure to keep a distance of 10 feet from any side with an opening and three feet from other sides.

## Water and Electricity

Be careful when using electricity near water. Water makes it easy for you to become an electrical path to the ground. Don’t use power tools when the ground is wet or while standing in water.

## Digging in Your Yard

Before you dig, remember to place a call at least three working days in advance to Pennsylvania One Call at 8-1-1. Visit [www.paonecall.org](http://www.paonecall.org) for more information.



## Limited Edition Wattley Dolls Available



**All Proceeds Benefit Dollar Energy Fund**

**W**attley, the lovable mascot of Duquesne Light’s Watt Choices energy conservation program, now is available as a plush doll for purchase. All proceeds support the Dollar Energy Fund, a local program that offers grants for customers experiencing hardships by providing utility assistance and other services that lead to self-sufficiency.

“The Watt Choices program, and Wattley, help Duquesne Light customers conserve energy and reduce demand while lowering their electricity costs,” said Dave Defide, Manager of Customer Programs at Duquesne Light. “Purchasing a Wattley doll is an opportunity for our customers to help others in need within our region.”

For \$5, plus shipping and handling, customers can purchase a plush Wattley doll by visiting [TakeWattleyHome.com](http://TakeWattleyHome.com).

Dollar Energy fund was founded in 1983 and has grown to become the largest hardship fund in Pennsylvania and one of the largest in the United States. Since 1983, the organization has provided \$123 million in utility assistance grants to more than 435,000 limited-income families and individuals. Individuals interested in contributing to Dollar Energy Fund can do so through their utility bills, by sending donations directly to Box 42329, Pittsburgh, PA 15203 or through the organization’s website, [DollarEnergyFund.org](http://DollarEnergyFund.org).

### 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](https://facebook.com/DuquesneLight)
-  text DUQLIGHT to 94253

**HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES**  
**Labor Day – Monday, Sept. 7 – Closed**