



ServiceLine

A power-filled publication brought to you by  **Duquesne Light**

Learn About Electricity (and Win Prizes Too)

Join Us at Duquesne Light Home & Garden Show March 4-13

There will be a lot happening at the 2016 Duquesne Light Home & Garden Show, March 4-13 at the David L. Lawrence Convention Center. More than 1,700 exhibits covering 10 acres. The Antiques Home Show with Dr. Lori of Discovery Channel's Auction Kings. Cutting-edge technology at the Kitchen Idea Center. The Top 10 Life-Changing New Products for 2016. And much more.

While there, make sure you swing by Duquesne Light's Electric Lane on the second floor. We've got a lot planned for you there too. Live demonstrations. Interactive displays. Experts who can answer your questions. Fun games. And no one leaves empty-handed.

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 features 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.

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. And be sure to sign up to win daily drawings for a home safety kit and a tool kit.

A new feature this year is a special display devoted to the new advanced digital meters we began installing in local homes in late 2014. As of the end of January, the company has exchanged more than 175,000 existing analog (dial) meters with the new models. These exchanges are part of an overall upgrade of the company's metering infrastructure required by Pennsylvania Act. 129. Company representatives will be on hand to answer any questions you have about the new metering infrastructure, which will enable Duquesne Light to offer a variety of programs and services that put more information in the hands of our customers, allowing you to make more informed decisions about your energy consumption.

This year's Home & Garden Show begins Friday, March 4, and runs through Sunday, March 13. 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 below to the convention center box office.



1700 Exhibits!

Duquesne Light

HOME & GARDEN SHOW

MARCH 4-13

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 4; Monday thru Friday, March 7 thru March 11

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.

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

DLC



Duquesne Light and University of Pittsburgh Partnering to Build Urban Microgrid



Duquesne Light and the University of Pittsburgh's Swanson School of Engineering recently announced their intent to partner to help redefine the future of the energy landscape in the region. This strategic partnership will include projects designed to provide Duquesne Light with critical knowledge to help inform future electric power grid design and potential new product and service offerings, while helping to enable expanded research opportunities for students and faculty in the University's energy and electric power programs.

The electrical grid is an interconnected network for delivering electricity from suppliers to consumers. It consists of generating stations that produce electrical power, high-voltage transmission lines that carry power from distant generation sources, and distribution lines that connect individual customers

The partnership is one of the first steps in Duquesne Light's long-term strategy to reinforce its leadership in grid infrastructure, sustainability and management, while also furthering its interest in new technologies that will be key to evolving the grid into a dynamic network that enables reliable, seamless two-way flow of power. Details of the partnership include:

- Design and installation of an urban microgrid at Duquesne Light's Woods Run Facility located in

"Partnering with one of the most prestigious universities in the region and a leader in electric power research will accelerate the advancement of new technologies and enable the transformation of our grid," said Rich Riazzi, CEO of Duquesne Light. "Pitt brings unrivalled technical expertise and value to this partnership which, combined with Duquesne Light's 135 years of transmission and distribution experience, will help us develop the next chapter of electric power in our region."

Pittsburgh's North Shore. With support from the Swanson School's Electric Power Systems Laboratory and its Electric Power Program, the installation will serve as a real-world laboratory to research microgrid resiliency and the integration of distributed and renewable energy resources into the electric power distribution grid, as well as other key enabling technology areas such as power electronics controllers, direct current (DC) infrastructure, energy storage systems, and smart grid technologies.

- Duquesne Light will make a \$500,000, multi-year financial contribution to help fund electric power research, energy efficiency, laboratory facilities, and equipment at Pitt, in addition to providing the necessary expertise to interconnect any new electric power laboratory facilities to the existing electric power grid.

While Duquesne Light built and operates the local electric power transmission and distribution grid, it also maintains a sophisticated, redundant electric "network" infrastructure that powers the City of Pittsburgh and minimizes outage frequency, primarily in the downtown Central Business District. In addition, Duquesne Light has and will invest more than \$2.6 billion in infrastructure and technology upgrades between 2010 and 2020, furthering its commitment to maintaining the region's critical transmission and distribution system.

Use Your Phone to Stay Updated on Storm Restoration Efforts

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, storms can cause power outages due to our equipment being damaged by ice-covered power lines, falling trees and high winds.

Duquesne Light reaches out to customers in many ways to keep them informed when winter storms interrupt the flow of power to local homes and businesses.

- You can receive storm information via text message through the Duquesne Light Mobile Network. By signing up at <https://duqlightcustomeralerts.sendwordnow.com/>, customers will receive storm updates and other relevant messages.
- Customers with smartphones can report outages as well as view any current outages around the clock, thanks to mobile options at DuquesneLight.com.
- It's also easy to keep track of our storm-restoration efforts via Twitter (@DuquesneLight) or Facebook (facebook.com/DuquesneLight). During normal weather conditions, these communication vehicles, and the text network, periodically provide electric-use safety tips and other relevant messages.



HOW TO REACH DUQUESNE LIGHT

Customer Service	1-888-393-7100
Outages and Emergencies	1-888-393-7000
TDD (Telecommunications Device for the Deaf)	711
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**
Good Friday – March 25 – Closed



Duquesne Light
Our Energy... Your PowerSM



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