



**> CUSTOMER
GUIDE**

DLC
—DUQUESNE LIGHT CO.—



**WE DON'T JUST
POWER YOUR LIGHTS
WE POWER THE MOMENTS
YOU CALL LIFE.**

> Welcome to Duquesne Light!

Welcome to Duquesne Light Company! Our nearly 1,500 employees are dedicated to delivering reliable and safe energy to more than a half a million customers, like you, in southwestern Pennsylvania.

Consider the following a “quick-start guide” to your electric service. It’s a short summary of key contact information and summaries of the many services we offer – from free and easy online billing and payment options to appliance rebates and home energy audits.

As we continue our transformation into a next generation energy company, we are focused on becoming a trusted energy advisor to our customers. This is part of our commitment to do more than just keep the lights on. We will relentlessly innovate to help power the next era of the Pittsburgh region.

For more information on any of the topics covered in this pamphlet, visit DuquesneLight.com or call us at 412-393-7100.



Key Telephone Numbers

Customer Service	412-393-7100
Outages and Emergencies	412-393-7000
TDD (Telecommunications Device for the Deaf)	412-393-4320
Credit & Collections	412-393-7200
Department and Employee Directories	412-393-6000
Universal Services (Energy Assistance)	1-888-393-7600
Watt Choices (Energy Efficiency)	1-888-928-8539

> CUSTOMER SERVICE BASICS



Wide Range of Services **Available 24/7 at DuquesneLight.com**

You can access a wide range of services on our website, DuquesneLight.com, whenever you want, any time of the day or night, without having to call and talk to a customer service representative. With a few clicks, you can start or stop service, schedule a bill payment, report an outage or view a summary of your electric usage over the past 45 days, and much, much more.



Customer Service Line: 412-393-7100

Some customers prefer to get the information they need via the telephone. Feel free to call us at 412-393-7100 if you have questions about your bill, need to have your electric service turned on or off, or have any service-related questions or needs.

To speak to a customer service representative, please follow the teleprompt instructions. Make sure we have on file the telephone number that you're most likely to use to contact us: home, cell phone or work number — and you'll save time and effort because Duquesne Light will be able to automatically access your account information when you call.



Our call center business hours are **8 a.m. to 5 p.m. Monday through Friday.**



Try Our Self-Service Telephone System

Our self-service telephone options provide around-the-clock access to a variety of information, including your account balance, how to transfer services when you move, payment arrangements and our Watt Choices energy-efficiency program, just to name a few. Just call 412-393-7100 and follow the teleprompts. To access your account (and to ensure security for your personal information), use your phone pad to enter your account number or telephone number.



How to Start/Stop Service

Customers can stop, transfer or start service by going to the Service & Reliability section of DuquesneLight.com or by contacting us at 412-393-7100.



How to Change the Account Name

If you want to change the name on the Duquesne Light account for your residence, please contact us at 412-393-7100.



Emergency and Power Outage Hotline: 412-393-7000

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 falling trees, high winds or ice-covered power lines. When you call us at 412-393-7000 to report an outage, please follow the teleprompts in our automated call-handling system. You can report your outage at any time of the day or night and not have to wait to speak to a customer service representative.

If you need immediate help due to hazardous conditions, such as downed wires, electrical fires, direct lightning strikes or accidents involving utility poles or power lines, just follow the prompts and we will connect you to a customer service representative to report your emergency.



Note to Special-Needs Customers

If anyone in your household relies on medical equipment – respirators, ventilators, oxygen concentrators, suction machines, medication compressors, or other life-sustaining equipment – be sure to have a backup plan for power outages. Portable generators, battery backups, or reserve oxygen tanks are a good idea, as is determining places where you can go during extended power outages. A qualified electrician should always be consulted any time you're using temporary electrical sources, such as portable generators.



How We Share Info With Third-Party Service Providers

Duquesne Light partners with companies that offer programs and services you may find valuable. These services could feature repair or replacement warranties for your furnace or other major appliances and protection of gas, electric and sewer lines, for example.

To enable these trusted partners to market their services to you, Duquesne Light may share customer information with them.

Please know:

- These companies operate under confidentiality agreements, and cannot share your information with others.
- Duquesne Light will never release phone numbers to these service providers.

If you do not want us to make your information available to these service providers, please call us at 412-393-7100.

> BILLING OPTIONS



e-Bill: Faster, Greener, More Convenient

This free service enables you to view your Duquesne Light bill from your mobile device, laptop or personal computer on the day it is generated. It's faster, greener, and makes your bill available whenever or wherever you need it. Once you enroll in e-Bill, 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 access and manage payment of your bill. In addition, we will provide a 12-month history of your bills to make recordkeeping easy.



Budget Billing Levels the Ups & Downs of Energy Use

Electric bills can vary from month to month. While weather can be unpredictable, DLC helps you level out these ups and downs through our budget billing program. To help ensure that your bill accurately reflects your energy use, we will review your budget amount every four months and make adjustments, if needed. To enroll, contact our customer service department at 412-393-7100 between 8 a.m. and 5 p.m., Monday through Friday.

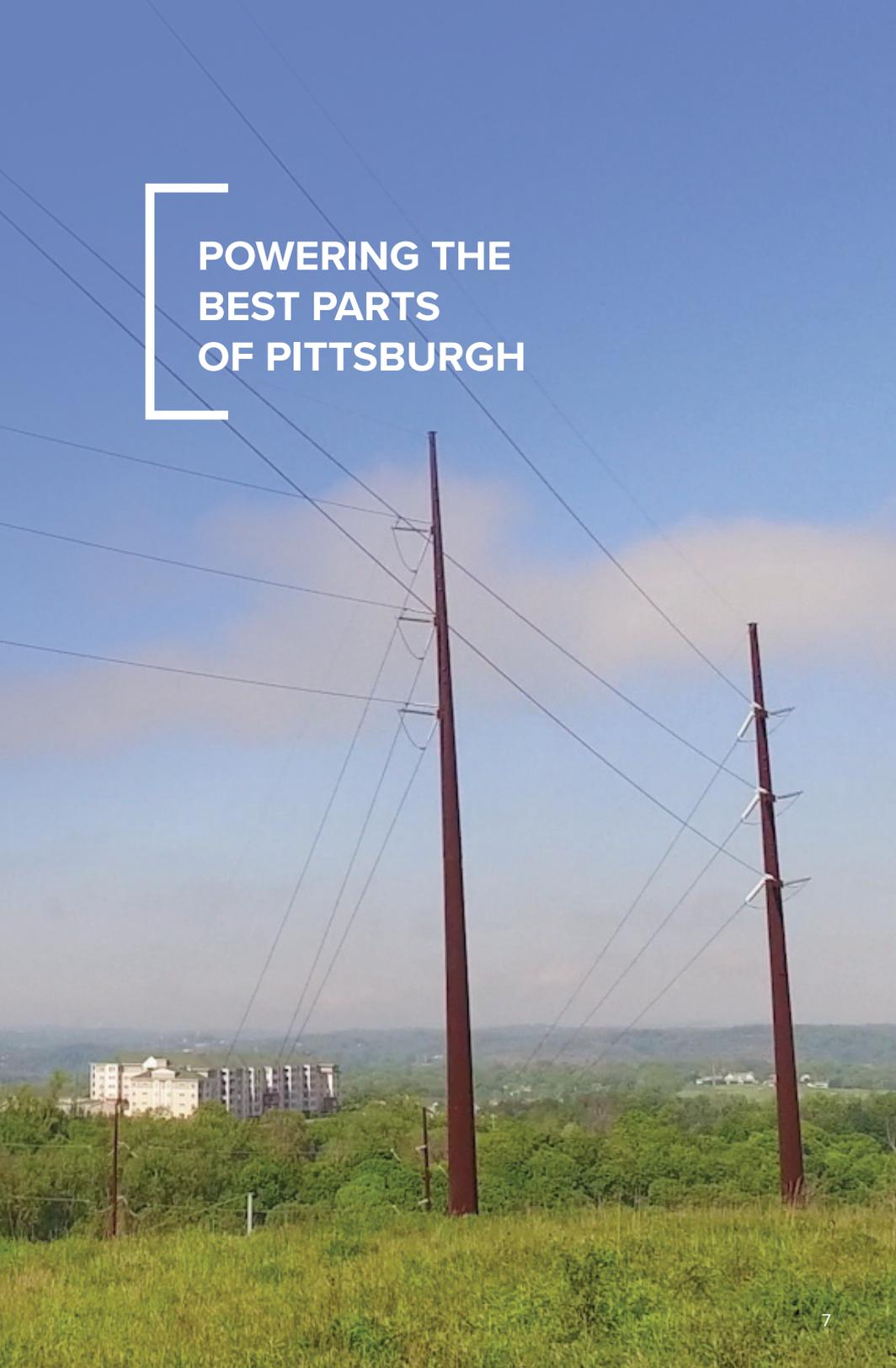


Third-Party Notification Can Provide Friendly Bill-Pay Reminder

We understand that unexpected events can happen that prevent you from receiving and paying your bill, such as an emergency medical condition or just simply misplacing it. Third-Party Notification provides you with the secure knowledge that someone you know and trust will be informed in the event you are in danger of having your electric service turned off because of non-payment of a bill. Likewise, you can become a recognized "third party" for someone else. Whether it's your elderly parent, a friend or other family member you help and care for, all you need is written consent to receive notices on their behalf to help make sure the bill is being paid. Go to our website for more information.

Learn More about Your DLC Bill Online

The "Understanding Your Bill" section of our website provides a detailed explanation of your DLC bill, whether you're trying to **find your account number (page 1)**, definitions about the various **line items on your bill (page 2)** or the **Price to Compare (page 3)**.



**POWERING THE
BEST PARTS
OF PITTSBURGH**

HOW TO PAY YOUR BILL

Duquesne Light offers a number of convenient options to pay your bill. Click the “Payment Options” button on the DuquesneLight.com homepage to see what works best for you. Some of these options will require you to register your account on the website if you haven’t already done so.

- **Automatic Payment Plan (AutoPay)**

While e-Bill eliminates the paper aspect of receiving your electric bill, AutoPay 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. AutoPay offers you a worry-free way to make sure your bill always is paid on time.

- **Schedule a One-Time Payment**

If you have a bank account and access to the Internet, you can use our free “Schedule a One-Time Payment” option. It offers a secure and free way to transmit payment directly from your checking or savings account on the date you choose. Payments can be scheduled as little as two business days in advance (except for the first payment, while we verify your registration information).

- **Online Banking**

The online bill-payment services offered by most banks are another way to pay your Duquesne Light bill, along with all of your other bills, without writing a check. Visit your bank’s website to learn more about automated bill-payment options.

- **Pay by Phone**

You can pay your Duquesne Light bill by phone – 24 hours a day, 7 days a week – via our partnership with Western Union. Call us at 412-393-7100 to make a payment by phone using your checking, savings, or money market account, MasterCard, Visa or Discover, ATM card, or debit card bearing the STAR, NYCE, PULSE or ACCEL logo. *Please note that Western Union charges a convenience fee.*

You’ll receive a confirmation number that verifies your payment was received. If you make your payment before 5 p.m., it will post to your account that evening. Payments made after 5 p.m. will be processed the following business day.

If your power was shut off, please contact us at 412-393-7200 during regular business hours, 8 a.m. to 5 p.m. Monday through Friday, to verify your payment by providing the confirmation number.

- **Pay in Person**

You also can pay your bill using cash at a Western Union Quick Collect location. Go to westernunion.com, click on “Find locations” and type in your town or ZIP code for one near you. *Please note that Western Union charges a convenience fee for this service.*

- **Mail Your Payment**

Make your check or money order payable to Duquesne Light Company and mail it in the self-addressed envelope that came with your bill. NEVER mail cash. Send payments to: Duquesne Light Payment Processing Center, Pittsburgh, PA 15267-0001. Remember to always include your Duquesne Light account number on your check or money order.

How to Avoid Having Power Shut Off Due to Non-Payment

Customers who are in danger of missing their payment by the due date can pay through DuquesneLight.com. A variety of options are available by clicking on the “Payment Options” button on the home page. Some of these options will require you to register your account on DuquesneLight.com. Please note there is a third-party service fee for online or phone payments made through our Western Union partnership.

Free online payments can be scheduled as little as two business days in advance (except for the first payment, while we verify your registration information). For more information, see the “How to Pay Your Bill” section above, or go to the “Payment Options” section of our website. If payment is made on the day of termination, call us at 412-393-7200 in case a technician has been dispatched or is on-site to shut off power.





IF YOU NEED HELP PAYING YOUR BILL

Duquesne Light offers a variety of energy-assistance programs for income-eligible customers who may be having difficulty paying their monthly electric bill. For example, our Customer Assistance program (CAP) offers monthly bill-payment assistance based on household income. We also support the Dollar Energy Fund, a local nonprofit organization that assists low-income individuals with their utility bills. For more information on these and other programs, go to the “Account & Billing” section of DuquesneLight.com and click on “Payment Assistance,” or call us at 1-888-393-7600 to speak with a customer service representative.



SAVE ENERGY...AND MONEY



Usage Info, and Much More, Available Online 24-7

You can view your electric use at your convenience, 24-7, by going to our free online portal at DuquesneLight.com/MyElectricUse. In addition to checking your electric use, you'll be able to take advantage of a wide range of customized tools that give you more insight into how and when you use electricity, with the ultimate goal of helping you make more informed decisions about your energy consumption.

The portal features helpful information, such as:

- How does your most recent bill compare to last month's?
- Why do your bills differ month to month and year to year?
- Free tips to reduce your usage.



Watt Choices: Rebates, LED Discounts and Much More

Our Watt Choices program helps customers conserve energy and reduce demand while lowering their electricity costs. Watt Choices invites customers to take advantage of a wide variety of energy efficiency, conservation and demand-response measures, including rebates, recycling of old refrigerators and freezers, online home energy audits, and discounts on light-emitting diode (LED) light bulbs. Learn more at the Watt Choices section on DuquesneLight.com.



The Efficient Product Marketplace

Shopping for new appliances? The Efficient Product Marketplace, available in the Watt Choices section on DuquesneLight.com, enables you to easily compare appliances by energy efficiency, user reviews, features and price. You can save more by claiming online Watt Choices rebates when you choose an eligible model.

CHOOSING YOUR ELECTRIC SUPPLIER



Electric Choice

While Duquesne Light delivers electricity to your residence, you can choose the company that generates the power you use – also known as your electric supplier. That means you have the power to switch to a competing electric generation supplier (EGS) that can offer the lowest price or provide a specific service you want, such as renewable energy. If you are interested in shopping but aren't sure where to begin, head to PAPowerSwitch.com, a website operated by the Pennsylvania Public Utility Commission.



Standard Offer Program

Residential and small business customers can choose to participate in a voluntary electric shopping program known as the Standard Offer Customer Referral Program. An electric generation supplier will provide interested customers a standard 7% discount on Duquesne Light's current Price to Compare (PTC). That fixed rate will stay in effect for 12 months, with no early termination fee. Call us at 412-393-7100 during normal business hours for more information.



Trees & Power Lines

Plant the Right Tree in the Right Place

We strive to provide the highest level of reliability, but unmanaged trees, shrubs and brush can result in interruptions of electric service to customers. That's why we work with communities throughout our 800 square-mile service territory in Allegheny and Beaver counties to manage the "urban forest" so that everyone can enjoy trees that are compatible with safe, reliable electric service. For more information about our tree-trimming practices or how to plant the "right tree in the right place," visit the "Trees & Power Lines" section of our website.

What's Yours? What's Ours?

Bringing electricity from the utility pole on a street into a customer's home is 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, DLC maintains the wire that delivers the electricity to your home and the meter that measures your power usage. Check the "Customer Responsibilities" page in the "Trees & Power Lines" section of our website for an illustration that lists the pieces of equipment customers are responsible for.

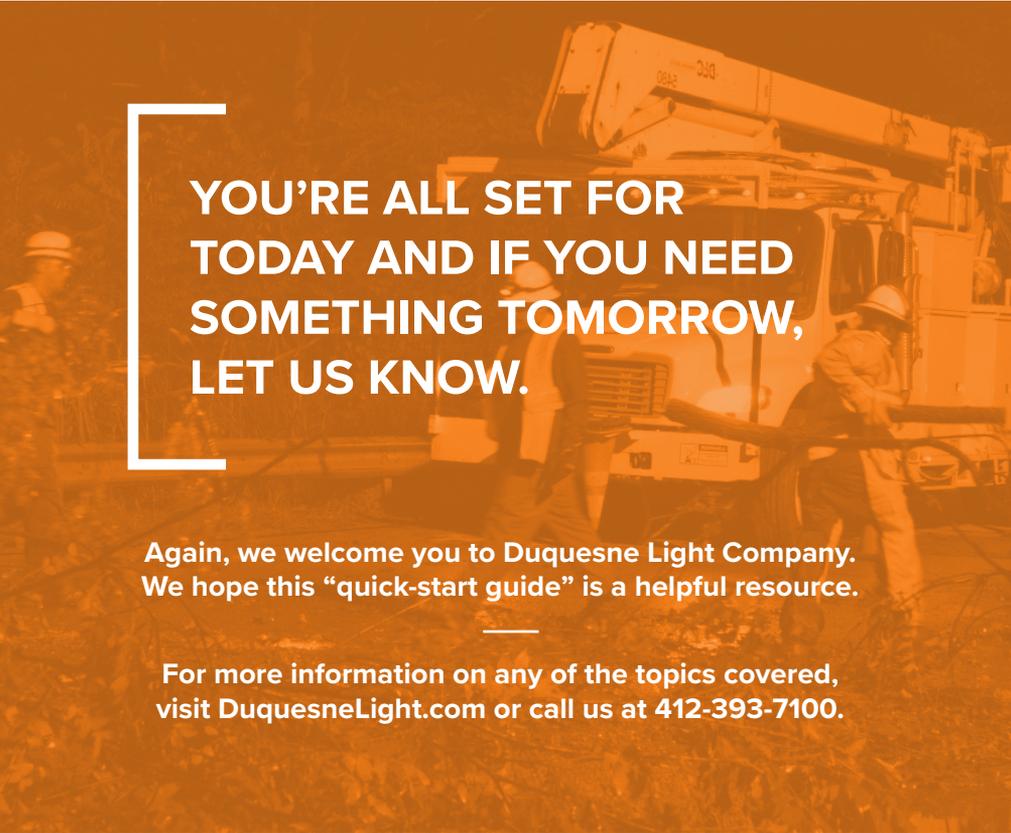
> ELECTRICAL SAFETY – INSIDE AND OUT



Safe Use of Electricity

Electricity is a clean and versatile form of energy that helps add convenience, comfort and enjoyment to our everyday lives. At the same time, it is a powerful force, moving at nearly the speed of light. Like any form of energy, electricity must be treated with care and respect.

DLC is dedicated to providing safe electrical energy to local homes and businesses, and we want you to safely enjoy all the benefits electricity brings to your life. The Electrical Safety section of our website provides a wide range of important information relating to indoor and outdoor electric use, covering everything from basics like lighting and extension cords to ground fault circuit interrupters and emergency generators.



**YOU'RE ALL SET FOR
TODAY AND IF YOU NEED
SOMETHING TOMORROW,
LET US KNOW.**

Again, we welcome you to Duquesne Light Company. We hope this “quick-start guide” is a helpful resource.

For more information on any of the topics covered, visit DuquesneLight.com or call us at 412-393-7100.