

SERVICELINE

A power-filled publication brought to you by Duquesne Light Co.



DUQUESNE LIGHT PLANS 'LARGER THAN LIGHT' HOME & GARDEN SHOW MARCH 10-19

New, Re-energized 'Electric Lane' to include Interactive Experiences & Giveaways.

Duquesne Light has been powering life's moments throughout the Pittsburgh region for more than 100 years, and works relentlessly to improve the future. As the title sponsor of the Home & Garden Show for the 19th year, there will be a new, innovative "Electric Lane" that reflects the company's new look as a progressive and dynamic company paving the way for the electric grid of tomorrow. Our Electric Lane, located on the second floor, will include new "peel-and-win" tickets and prizes, new additions to our fleet and much more.

What won't be changing is your ability to get answers to questions on a wide range of topics. Visitors can learn about safety around power lines, the new services offered by our advanced metering infrastructure, why we trim trees a certain way, how we respond during storms and power outages, and a variety of other topics.

Making a return to Electric Lane are Wattley and the Watt Choices booth, featuring the very popular "spin and win" wheel. You'll also be able to learn more about our free online Energy-Efficient Product Marketplace, appliance rebates, recycling of old refrigerators and freezers, home energy audits, and LED and CFL discounts.

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 Home & Garden Show features nearly 1,700 exhibits covering more than 10 acres. Highlights include the Top 10 Life-Changing New Products for 2017, the Antiques Home Show with Dr. Lori of Discovery Channel's Auction Kings, Pittsburgh Dad, the Builders Showcase, the Construction & Remodeling Center, Ask the Experts at the Garden Pavilion, plus ideas for your pets and numerous food options.

This year's show begins Friday, March 10, and runs through Sunday, March 19. 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 on this page to the Convention Center box office.

Customers also can have the chance to win free tickets to the show on Duquesne Light's Facebook and Twitter pages. Like (Facebook.com/DuquesneLight) and follow (Twitter.com/duquesnelight) us to learn more.

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 10; Monday thru Friday, March 13 thru March 17

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.

1700 Exhibits!

DLC
DUQUESNE LIGHT CO.

HOME & GARDEN SHOW

MARCH 10-19

Pittsburgh Convention Center Downtown

Duquesne Light to Invest More than \$600 Million to Improve Distribution Infrastructure

Through its Long-Term Infrastructure Improvement Plan (LTIP), Duquesne Light will invest more than \$600 million between 2017 and 2022 to improve, repair and replace aging distribution infrastructure to help maintain efficient, safe and reliable service to our customers. Distribution infrastructure includes the wires, transformers, substations and other equipment in your neighborhood that are used to deliver electricity to your home.

Like many other electric and natural gas distribution utilities, Duquesne Light's infrastructure expanded significantly during the 1960s and 1970s. The LTIP will help the company to maintain its high levels of electrical system reliability as that equipment reaches the end of its expected, useful life. Duquesne Light's plan, which was modeled after industry best practices, was reviewed and approved by the Pennsylvania Public Utility Commission (PUC).



The LTIP includes five main areas of work:

- ⦿ **4kV Program** – Eliminate, convert and/or upgrade to 23kV, various 4kV distribution system lines. This includes removing poles, wires, transformers and other related equipment and installing new 23kV conductors, automated devices and other associated equipment. This program also involves replacement of aged 4kV substation equipment at various locations.
- ⦿ **Overhead Program** – Replace aged aerial cable to reduce the likelihood of failures. Aerial cable is used when multiple circuits are on the same pole. It also is used through rights-of-way with trees that may cause interference.
- ⦿ **Underground Program** – Replace aged underground cable and equipment throughout our service territory, including network transformers and associated protection equipment in downtown Pittsburgh and underground facilities serving suburban housing plans.
- ⦿ **Substations Program** – Upgrade aged substation infrastructure. Substations (see photo above) are an important link in the delivery of power from generating stations to your home.
- ⦿ **Highway Relocation Program** – Relocate distribution facilities as part of road and bridge projects by the State of Pennsylvania, PennDOT, counties, cities, municipalities or other government agencies.

Training Next Generation of Lineworkers Through Partnership with CCAC



Duquesne Light, in partnership with the Community College of Allegheny County (CCAC), is now accepting applications for its 2017-18 Electrical Distribution Technology (EDT) program. The one-year program, which will begin in August 2017, is designed to prepare students for entry-level skilled craft positions associated with electric utilities. The deadline to apply is April 2, 2017.

Participants in the program will be exposed to the theoretical and practical aspects of working in an electric utility. This includes general education courses like math, introduction to information technology and AC theory, as well as the practical elements of working in overhead, underground and substation maintenance.




"The EDT program serves as the initial step for individuals interested in a career in Overhead and Underground," said Jamie Stack, Senior Manager, Transmission Operations, Duquesne Light. "We're always looking for skilled talent, and those who excel in the program and demonstrate the right abilities will be considered for future employment with Duquesne Light."

To review the selection criteria, visit DuquesneLight.com/career and enter requisition ID 5441. While participants are responsible for their own tuition, Duquesne Light again will be awarding three scholarships this year.

HOW TO REACH DUQUESNE LIGHT

| | |
|--|-----------------------------------|
| Customer Service | 1-888-393-7100 |
| Outages and Emergencies | 1-888-393-7000 |
| 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 |
| Time and Temperature | 412-391-9500 |
| Watt Choices | 1-888-WATTLEY (1-888-928-8539) |

Social Media

-  @DuquesneLight
-  facebook.com/DuquesneLight
-  linkedin.com/company/Duquesne-Light-Company

HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Good Friday – April 14 – Closed