



Save Energy & Money Through Duquesne Light's Watt Choices Program

For the past eight years, Duquesne Light's Watt Choices program has been helping customers to 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. By participating in these programs, customers not only learn ways to conserve energy, they also are reducing their overall impact on the environment through reduced power plant emissions and load reduction.



Following are highlights of just a few of the Watt Choices options. See more energy-savings info and programs at WattChoices.com.

Watt Choices offers new conservation kits to ALL residential customers

DLC is offering new LED lamp and nightlight conservation kits! Each kit contains eight LED lamps and two LED nightlights. Go to WattChoices.com, click "Online Energy Audit," and enter your account number to order yours today! To complete the order, as shown above, you'll need to click on the "Instant Analysis" button, which profiles your Duquesne Light bill, or the "Detailed Home Analysis" button, which enables you to receive a detailed home energy audit in less than three minutes.

Customers without access to a computer can call 1-888-WATTLEY (1-888-928-8539) to order their kit.

It's time for a Home Energy check-up

Take advantage of a professional energy audit and learn how you can make your home more comfortable, reduce electricity usage and save money. The in-home audit includes a thorough analysis of your energy use, suggestions for improvement, and installation of conservation measures. In addition, you can take advantage of a home-energy credit of up to \$250 for installation of other energy-efficient products that may be recommended, but are not included in the price of the audit. If your household meets income-eligibility guidelines, you will receive the audit at no charge. Call 1-888-998-9478 today for more details and to schedule an appointment!



Free pickup. Free recycling. Big savings.

Are you looking to replace an older refrigerator or freezer? Our Residential Appliance Recycling Program makes it easy with free recycling, free pick-up and we'll pay you a \$35 incentive check. Plus, you'll be helping the environment! Visit WattChoices.com or call 1-800-257-2510 to schedule your pick-up today!

Watt Choices Speakers Available

If you would like a Watt Choices representative to speak about energy efficiency programs at your next community event, just email WattChoices@duqlight.com.



Try Our Free Paperless Billing & Payment Options

For many customers, paying your electric bill means waiting for a paper bill to arrive in the mail, then opening it, writing out a paper check, stamping an envelope and mailing it back to us, not to mention filing away the bill for your records.

That's a lot of paper.

It doesn't have to be that way. Duquesne Light makes it possible to "go paperless" when paying your electric bill with our free, optional **e-Bill**, **Auto-Pay** and **Schedule a Payment** services.

e-Bill – 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. We also will provide a 24-month history of your bills to make recordkeeping easy.

Automated Bill Payment (Auto-Pay) – While e-Bill eliminates the paper aspect of receiving your electric bill, Auto-Pay, also known as **ElectriCheck**, 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. Auto-Pay offers you a worry-free way to make sure your bill always is paid on time.

Schedule a Payment – Allows you to make a one-time payment from a specified checking or savings account on the date you choose. Payments can be scheduled as little as two days in advance (except for the first payment, while your information is verified).

Remember, as indicated on your bill, if payment is not received by the due date each month, you will receive a late payment charge of 1.25 percent.



How to Sign-up

You need to be a registered user of our website, DuquesneLight.com, to take advantage of these free services, which can be easily accessed through the "Billing Options" or "Payment Options" found on the "Customer Service" dropdown menu.

If you are new to our website, you will need to first complete a simple enrollment process, including developing a username and a password. Please be aware that the email address used for your web registration will be used to deliver your e-Bill notifications. Once registered, be sure not to filter emails from e-Bill@duqlight.com as spam or junk mail.

If you need help registering, don't hesitate to call one of our customer service representatives at 412-393-7100.

Social Media

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

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)

Use only a clean, dry,
wood or fiberglass
ladder, never a metal
ladder, anywhere near
electric lines.



Safety
Tip