



SERVICELINE

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



More Than 3,000 Hours of Employee Volunteerism and \$1.6 Million in Donations

Committed to the Communities We Serve

Every day across the Pittsburgh region, our most important responsibility is to provide you with safe, reliable, affordable and clean energy. At the same time, the employees of Duquesne Light are dedicated to upholding one of our core values, being selfless in serving the community – both on the job and through volunteerism.

As part of that commitment, DLC participates in a number of charitable endeavors throughout the year as well as invests in causes closely tied to our values. In 2019, we donated \$1.6 million to organizations in Allegheny and Beaver counties. In addition, DLC employees demonstrated a deep commitment to the community, as shown by their more than 3,000 volunteer hours logged throughout the year.

Our ongoing commitment to the communities we serve was recognized with two local honors in 2019, the Pittsburgh Business Times Corporate Citizenship Award and the United Way of Southwestern Pennsylvania's Fully Invested Award, which is part of its Fred Rogers Good Neighbor honors.

Following are some highlights of our giving and volunteer efforts during 2019.



STEM Partnerships Major Focus for Company, Employees

As shown in the photo, students now will be greeted with fresh and bold new colors at the Boys & Girls Club in Shadyside after 25 employee volunteers spent a day refreshing the clubhouse walls with colorful paint and an inspiring, science, technology, engineering and math (STEM) themed mural.

The Pittsburgh Business Times Award specifically recognized Duquesne Light's long-time support of and partnership with the Carnegie Science Center's STEM programs. As title sponsor of the Duquesne Light Center for STEM Education and Career Development, employee volunteers participated in a variety of Science Center events and programs in 2019:



- As part of the Center's career exploration program, DLC welcomed a group of high school girls to our Woods Run facility for a special "Tour Your Future" event. This event connects girls, ages 11-17, with local female STEM professionals in the workplace.

- DLC employees acted as judges during the annual Covestro Regional Science & Engineering Fair, which brings together approximately 1,000 up-and-coming scientists from grades 6-12.

- Employees assembled STEM kits and wrote 300 letters of encouragement for the STEM Starts Program, a YWCA and Science Center partnership aimed at exposing young women to careers and opportunities in these key technical fields.

Osprey Nest Moved to New, Safer Heights

Duquesne Light crews helped a family of ospreys move into a new, safer nesting spot atop an 85-foot pole with a custom-built nesting platform. The move came after the birds built a nest on an existing transmission tower in the McKeesport area. Given the danger to the birds and the risk of service interruption for customers, the nest needed to be relocated to a new pole to keep the ospreys safe and power flowing. Within hours, the ospreys were seen flying over the new platform and bringing sticks to build a nest. In the spring, they welcomed two new additions to the relocated nest. Duquesne Light presented a \$5,000 grant to the Erie Bird Observatory in recognition of their support throughout the project. The funds will be used to continue wild-life conservation efforts in DLC's service territory.



Employees Help Empower Women to Achieve Economic Independence

In recognition of Women's History Month and International Women's Day, Duquesne Light partnered with Dress for Success, an organization that's dedicated to empowering women to achieve economic independence by providing a network of support, professional attire and developmental tools to help them thrive in work and life. DLC employees across the company donated personal items, clothing and accessories for the clients of Dress for Success. Approximately 100 employee volunteers sorted and packaged the collected items before delivering them to Dress for Success. Employees also wrote messages of encouragement and support, which were placed in suit jacket pockets for women who are taking steps toward improving their lives.

Caller ID Spoofing Alert: Protect Yourself from Scam Artists

Scam telephone calls come in many forms, so being vigilant is the best way to avoid falling victim.

Duquesne Light customers have reported receiving calls stating that if payment is not made immediately, their electric service will be terminated the same day. The callers also are directing customers to purchase "pre-paid" type credit cards to pay off the alleged amount due.

In some cases, scammers are using computer programs to make "spoofing" phone calls that seem like they are from Duquesne Light in order to confuse their targets. As a result, the phone number appearing on your caller ID is different from that of the telephone that actually placed the call. In addition, call-back numbers provided by these criminals often use greetings and hold messages that mimic ours.

Following are some helpful tips if you receive a scam call.

- Duquesne Light will never threaten immediate shut-off for missing a payment.
- Duquesne Light does not ask customers to purchase any type of pre-paid cards.
- Never provide personal payment information if you suspect a scam.
- If you are unsure about a caller, hang up and call us at 412-393-7100 to verify it is DLC.

If you suspect you may have been targeted by a scam, you can report the incident in several ways. First, report it to Duquesne Light at 412-393-7100, the Pennsylvania Bureau of Consumer Protection at 1-800-441-2555, and the local police. You also can file a complaint with the Pennsylvania Office of Attorney General at attorneygeneral.gov and the Financial Fraud Enforcement Task Force at stopfraud.gov.



HOW TO REACH DUQUESNE LIGHT

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	1-888-WATTLEY
	(1-888-928-8539)