

July/August 2019

SERVICELINE

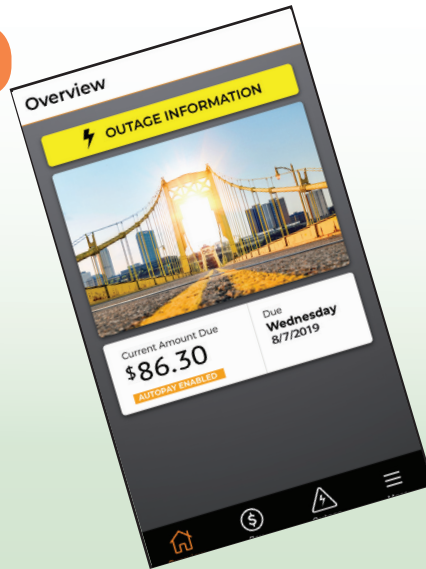
A power-filled publication brought to you by Duquesne Light Co.



Here for You!

New App Puts the Power in Your Hands

Get it here:



Duquesne Light customers now have a more convenient way to pay their bill, report outages and access account information with the new Duquesne Light App, available on Apple and Android platforms.

While customers have been able to access these options on the DLC website, they now have the added convenience of being able to manage all of these tasks on their handheld devices, such as a smart phone or tablet.

“Our new app gives customers the power to manage all aspects of their account from anywhere they might be, 24 hours a day, seven days a week,” said Katie Scholl, Director, Customer Experience. “We know that people are busy and need convenient options for bill payment, service requests and outage reporting. This app provides all that and more – right at their fingertips.”

DLC residential and commercial customers now are eligible for an EV bill credit for plug-in electric vehicles. Receive \$60 per vehicle just for letting us know you own or lease an EV. It's that easy. You can apply right now online at DuquesneLight.com/electricvehicles. Have copies of your DLC electric bill and current vehicle registration handy when you apply.

The bill credit is yet another step in DLC's efforts to help raise awareness of EVs and promote the benefits of choosing this environmentally friendly mode of transportation, including reduced emissions, lower fuel costs and improved utilization of the electric grid.

Living Green

Own/Lease an Electric Vehicle? Get a \$60 Bill Credit



Save Energy, Save Money

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!



DLC in the Community

Employees Celebrate Arbor Day with Tree Plantings



In recognition of Arbor Day, nearly 30 DLC employee volunteers, along with members of the Company's Vegetation Management group, participated in several tree-planting events to help revitalize our region's tree canopy. The events also helped raise awareness of the importance of "right tree, right place" planting that beautifies the community while not interfering with power lines.

- We partnered with the Pittsburgh Parks Conservancy to plant 30-40 trees in an area of Schenley Park that was impacted by oak wilt.
- Employees planted 10 new trees along the Stanton Avenue entrance to Highland Park. During the event, several neighborhood residents stopped by to share their appreciation for employees braving the rain to plant trees that will help beautify their community.
- Continuing DLC's support of Tree Pittsburgh and its mission to protect and grow the city's urban forest, employees were part of an effort to plant more than 1,000 trees at the former Bell Acres Recreation Site in Sewickley. They joined dozens of other volunteers to help reforest the area, which had been cleared to make way for a development project that was not completed.

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)



Social
Media



@DuquesneLight



facebook.com/DuquesneLight



Linkedin.com/company/
Duquesne-Light-Company

How We Share Info with Third-Party Service Providers

News You Can Use

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.



DUQUESNE LIGHT CO.



Printed on recycled paper
Issue 2019-01