


# Business Wire

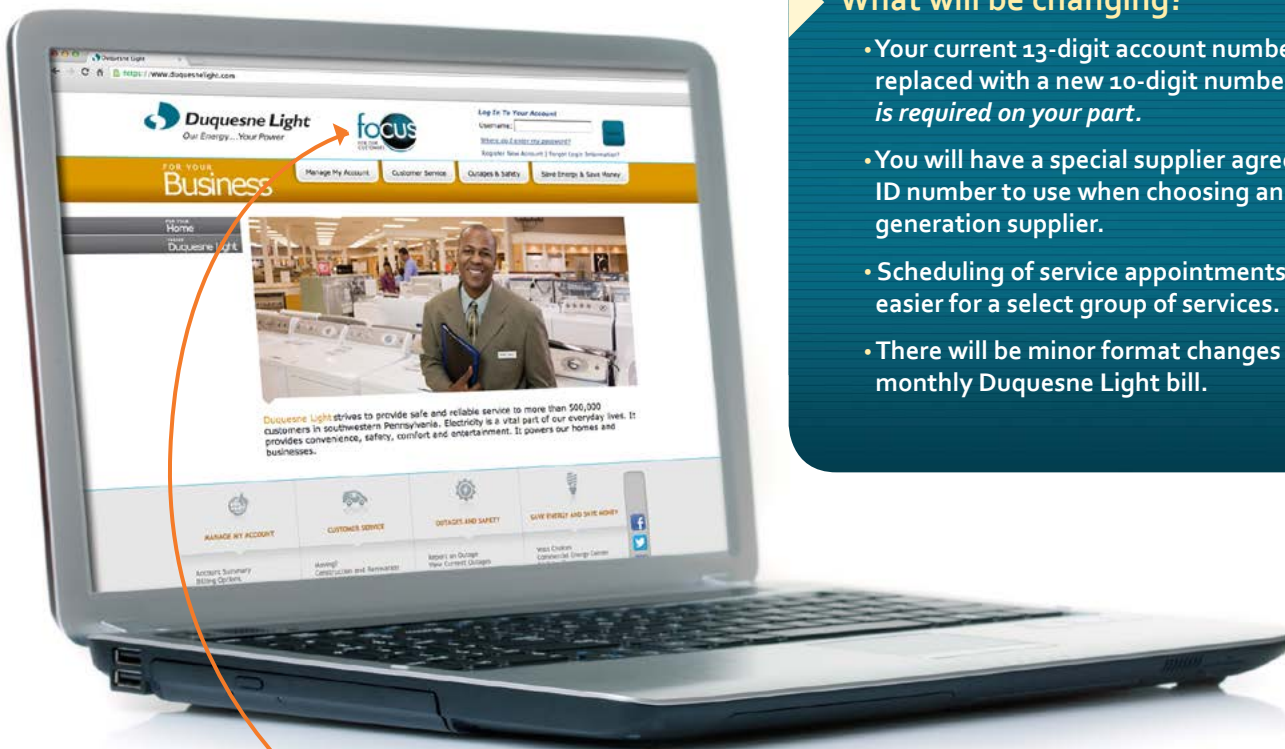
A power-filled publication brought to you by  **Duquesne Light**  
Our Energy... Your Power®

SPRING 2014

## CUSTOMER INFORMATION SYSTEM UPGRADES TO BE COMPLETED IN 2014

### *Smooth Transition Expected*

Duquesne Light is upgrading its customer information systems to make it easier for you to manage your electric usage. These changes, to be completed in 2014, are focused on enhancing your customer experience when interacting with Duquesne Light.



### What will be changing?


- Your current 13-digit account number will be replaced with a new 10-digit number. *No action is required on your part.*
- You will have a special supplier agreement ID number to use when choosing an electric generation supplier.
- Scheduling of service appointments will be easier for a select group of services.
- There will be minor format changes to your monthly Duquesne Light bill.

### Where can I get more information on these changes?

Just click the FOCUS button at the top of the homepage on our website, [DuquesneLight.com](http://DuquesneLight.com). Information also will be provided in the fall edition of Business Wire.



### *Thank you for your patience.*

*We are committed to making this transition as seamless as possible for all of our customers. Please know that we greatly value you as a customer and appreciate your patience.* 



## WITH YOUR HELP, WATT CHOICES MEETS ACT 129 ENERGY CONSERVATION TARGETS

*Many of you have saved energy and money through your participation in our Watt Choices program. In doing so, you helped Duquesne Light meet Phase 1 of energy consumption and demand reductions established in statewide legislation known as Act. 129.*

One of Act 129's major goals was to achieve energy savings of 422,565 megawatt-hours in Duquesne Light's service territory. Because of your enthusiastic participation in our Watt Choices programs, we reduced overall electric use by 556,282 megawatt-hours. More than 110,000 customers and 100 local schools took part in Watt Choices programs during Phase 1, and an incredible four million energy-efficient light bulbs were sold.

Duquesne Light commercial and industrial customers are taking advantage of a wide range of energy efficiency, conservation and demand-response measures offered through Watt Choices. We also are helping residential customers conserve energy and protect the environment while lowering their electricity costs through rebates, recycling of old refrigerators and freezers, online home energy audits, and discounts on compact fluorescent (CFL) and light-emitting diode (LED) light bulbs.

By participating in these programs, customers are not only learning ways to conserve energy, they also are reducing their overall impact on the environment through reduced power plant emissions and load reduction. We look forward to working with you in Phase 2 of the program, which runs through May 31, 2016.

*For information on specific programs, visit [WattChoices.com](http://WattChoices.com).*

## PUC APPROVES DISTRIBUTION RATE CASE SETTLEMENT

*On April 23, the Public Utility Commission approved the settlement agreement that was reached in Duquesne Light's distribution rate case proceeding. As a result, new distribution rates went into effect May 1. It has been three years since Duquesne Light last asked for an increase in its distribution base rates.*

The total bill for an average commercial customer that purchases generation supply from Duquesne Light will increase by approximately \$23, resulting in an average monthly

bill of \$814. The total bill for an average large industrial customer that purchases generation supply from Duquesne Light will increase by approximately \$345, resulting in an average monthly bill of \$15,335.

This rate adjustment will help offset the costs of the company's ongoing distribution infrastructure upgrades, the installation and deployment of a significant new customer information system, vegetation management commitments and cyber security initiatives.