



RECEIVING YOUR NEW METER

How the Exchange Process Works

BEFORE THE EXCHANGE

Duquesne Light will notify you in advance, by mail, of our intent to exchange your electric meter.

A few days before the exchange, we'll also call to remind you of the upcoming work.

DAY OF THE EXCHANGE

A uniformed Duquesne Light employee or a Duquesne Light authorized installer, with a valid ID, will arrive at your business to complete the exchange between 7 a.m. and 7:30 p.m., Monday through Friday (Saturday exchanges also are possible).

As long as Duquesne Light can safely access the meter, you don't need to be present at the time of the exchange.

Once the meter exchange is complete, the installer will verify that your new meter is working properly. The installer will leave behind a door hanger, indicating the type of work that was performed.

AFTER THE EXCHANGE

You may be asked to participate in a telephone survey regarding your meter exchange experience.

Quality checks will be conducted on a small percentage of completed meter exchanges. As long as a Duquesne Light employee or authorized installer can safely access the meter, you don't need to be present at the time of the exchange.

Advanced digital meters will put more information in the hands of our customers, allowing you to make better decisions about your energy use.



Your new digital meter will operate...

...as your existing meter does today, and you will not notice any difference in how it measures your electric use.

As the advanced metering infrastructure is activated in your neighborhood, Duquesne Light will offer a variety of programs and services that can help you save energy, in addition to benefiting the environment.

Initial Benefits

- **Online tools** that provide access to your electric usage information 24-7 and help you discover ways to manage your bill.
- **Email or phone alerts** that reduce high bill surprise and worry and help you manage high-usage activity.
- The ability to **participate in optional Time-of-Use programs**, if offered by energy generation suppliers, that may provide benefits to residential customers who can shift portions of their power use to non-peak hours.
- A more convenient connection process when starting new service or transferring service to another location in our service territory.

Future Benefits

- The new meter technology, in conjunction with other system improvements, will enable us to provide outage alerts and time-restoration estimates that could help customers make plans during storm-related interruptions.

Whom do I call with questions?

First visit the FAQs on the Meter Exchange Program section of our website, DuquesneLight.com. You also can email us at MeterExchangeInquiry@duqlight.com or call 1-888-928-8539. Press "1" and follow the prompts to reach a Customer Service Representative.