

**Duquesne Light Company**

**Customer AI Acceptable Use Policy**

*Last Updated: April 1, 2025*

1. Overview. This AI Acceptable Use Policy ("**AI Policy**") is incorporated by reference into the Terms and Conditions of Use ("**Terms**") on the Website and applies to your use of any AI Features made available to you by Duquesne Light Company ("**DLC**").
2. Definitions.
  - a. "**Artificial Intelligence**" means any technology that enables machines to perform tasks that typically require human intelligence, including but not limited to generative AI, machine learning, natural language processing, and computer vision.
  - b. "**AI Features**" means software and systems that utilize Artificial Intelligence, including proprietary and third-party solutions.
  - c. "**Input**" means information you enter into the AI Features.
  - d. "**Output**" means an answer, solution, result, and/or new material generated an AI Tool using an Input.
  - e. "**You**" or "**Your**" means the individual authorized to use the AI Features.
3. Application. This AI Policy applies to you and the organization that you represent when using the AI Features.
4. Acceptable Use.
  - a. The AI Features must be used:
    - i. in strict compliance with this AI Policy and the Terms;
    - ii. in compliance with all applicable laws and regulations, including applicable data protection and privacy laws; and
    - iii. in a manner that does not infringe on any other party's intellectual property rights or violate any terms of service or licensing agreements to which you are a party.
  - b. The AI Features may not be used:
    - i. to harass, bully, intimidate, or discriminate against other users of the AI Features or external third parties;
    - ii. to engage in any activity that could compromise the security, confidentiality, availability, and/or integrity of the AI Features and/or DLC's systems, networks, or other applications, including attempting to access unauthorized data, systems, networks, or applications in connection with the use of the AI Features; or

- iii. to generate individualized advice that in the ordinary course of business would be provided by a licensed professional (e.g., financial or legal advice).
5. Prohibited Inputs. The following types of content may not be used as an Input in connection with the AI Features:
- a. Copyrighted Material: Content from any copyrighted books, articles, songs, websites, code repositories, or other media without the express permission of the copyright holder.
  - b. Personal Information: Personally identifiable information, including but not limited to, names, addresses, phone numbers, health-related data, financial information, social security or tax identification numbers.
  - c. Hate Speech: Content promoting hate, discrimination, or violence against individuals or groups based on certain characteristics.
  - d. Illegal Activity: Content that encourages or promotes illegal activity.
  - e. Explicit Content: Graphic violence, pornography, or other adult content that would be deemed objectionably offensive.
  - f. Misleading Information: Deliberately inaccurate, false, or misleading information, such as impersonation of another individual, or organization.
  - g. Malicious Code: Content that includes or attempts to introduce malware, viruses, or harmful software into the AI Features or DLC's systems or networks.
6. Restrictions. In connection with your use of the AI Features, you may not:
- a. License, sublicense, sell, resell, distribute, rent or lease, transfer, assign, time share or otherwise commercially exploit or make available the AI Features to any third party;
  - b. Reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, models, or algorithms of the AI Features;
  - c. Copy, modify or create derivative works based on the AI Features or conduct benchmark, load, storage or other similar testing;
  - d. Share your login credentials with any third-party;
  - e. Probe, scan, or test the vulnerability of any DLC system or network, or breach or circumvent any security or authentication measure associated with the AI Features;
  - f. Access or search the AI Features by any means other than as permitted hereunder;
  - g. Use the AI Features to commercialize any product or service that is similar to or competitive with the AI Features; or
  - h. Delete from the AI Features any documentation, legal notices, disclaimers, or proprietary notices, such as copyright or trademark notices, or modify any DLC logos.
7. AI Policy Administration.
- a. For questions or comments related to the AI Policy you may contact DLC at: [compliance@duqlight.com](mailto:compliance@duqlight.com).

- b. DLC may change this AI Policy at any time by posting an updated version at [Terms of Use](#). Updates will be effective 2 days after their publication and your continued use of the AI Features will serve as your agreement to be bound by such updated AI Policy.
- c. Violations of the AI Policy will be deemed a material breach of the Terms.
- d. You must promptly report any violations of the AI Policy to [compliance@duqlight.com](mailto:compliance@duqlight.com).