

**WORK IS OCCURING IN YOUR NEIGHBORHOOD – PLEASE
KEEP FOR YOUR RECORDS**



June 14, 2024

Dear Impacted Customer:

As previously communicated in a similar letter, your neighborhood (Remington Conway OR Birchwood Falls) will continue to experience outages during the Remington Conway URD project. Duquesne Light Company (DLC) began making upgrades and repairs to this infrastructure on **June 10, 2024**, and is on target to conclude all work and associated outages in **late July 2024**.

Your electric service will be interrupted periodically to safely make these improvements. Work will occur on Monday through Thursday, weather permitting. Typically, only certain streets will be without power on certain days. You will NOT be without power for the entire duration of the project. If power is interrupted, it will always be restored before crews depart for the day.

When working in your area, a brief outage will likely occur daily around 8:30 a.m. lasting approximately 20 minutes. A similar outage will repeat at the end of the day around 4:30 p.m. Brief interruptions in electrical service could affect your telephone, security system, smoke alarms and will require you to reset clocks and other electronics. Appliances and garage door openers, without a battery backup, will not work when the power is out. Food will be safe in your refrigerator provided the door remains closed during the outages. A cooler with ice can also be utilized.

Note: You WILL also experience longer full-day outages, lasting roughly 8 hours, during the project. To prepare for and stay informed about these outages, check one of the following information sources daily. Both will be updated by 5 p.m. daily and will list the streets and addresses which will be impacted by outages the following day:

- DLC Website: [DuquesneLight.com/Reliability](https://www.duquesnelight.com/Reliability)
- Telephone Hotline: [412-393-6816](tel:412-393-6816)

Also be aware that weather delays and construction issues could delay the estimated completion date of the project. **Our crews will complete work as quickly and safely as possible to minimize your inconvenience.** If someone in your household has medical condition that will be impacted by outages, please leave a message by calling the above hotline or notify the DLC on-site supervisor.

Thank you for your patience as we safely make these necessary improvements.

Sincerely,

Duquesne Light Company