


Business Wire

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

FALL 2014

FOCUS PROJECT UPDATE: BILL FORMAT CHANGES COMING LATER THIS YEAR

As noted in the last issue of Business Wire, Duquesne Light is upgrading its customer information systems to make it easier for you to manage your electric use. These changes, to be completed in 2014, are focused on enhancing your customer experience when interacting with Duquesne Light.

In this month's issue, we feature related format changes to your monthly Duquesne Light bill when the FOCUS project goes live later this year. Please click the FOCUS button on the home page of our website, DuquesneLight.com, if you'd like to view bill explanations for other types of commercial & industrial customers.

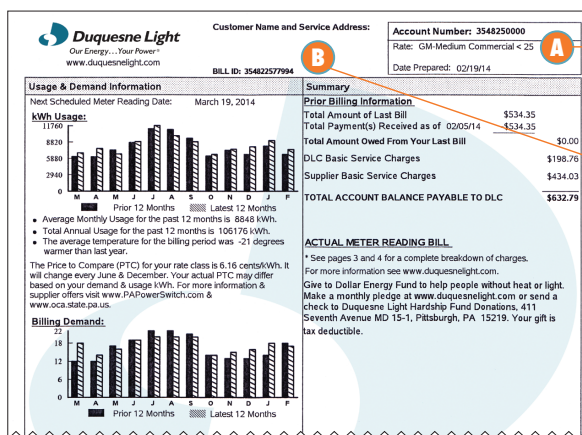


Where can I get more information on these changes? Just click the FOCUS button at the top of the homepage on our website, DuquesneLight.com.

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.

FOCUS Bill Changes

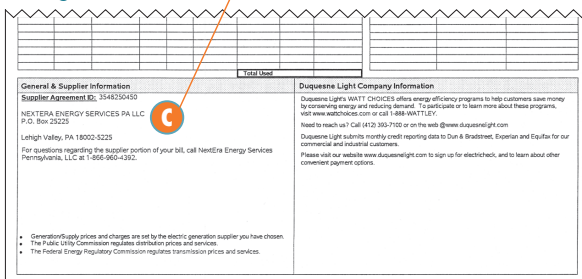
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Your current 13-digit account number will be replaced with a new 10-digit number.

If you ever need to call us with a question about your bill, use the bill ID number listed.

Page 3



Use this new supplier agreement ID number when communicating with electric generation suppliers.

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There are no changes to pages 2 and 4 of your Duquesne Light bill.

PAY IT GREEN

AVOID LATE PAYMENT CHARGES THROUGH OUR FREE AND CONVENIENT PAYMENT OPTIONS

As indicated on your monthly Duquesne Light bill, if payment is not received by the due date each month, you will receive a late payment charge of 1.25 percent. To avoid these charges Duquesne Light offers free and convenient options to make sure your payment is received on time, without having to send a check through the mail.



Automated Bill Payment (ElectriCheck) –

Through this free service, your monthly payment will automatically be deducted from your specified checking or savings account on the due date.




Good for the Environment. Good for You.



Schedule a Payment – Allows you to make a one-time payment from a specified checking or savings account on the date you choose. Payments can be scheduled as little as two days in advance (except for the first payment, while your information is verified).

In addition to saving time and eliminating the hassle of doing paper work, paying electronically also helps you to reduce waste and protect the environment.



Enrollment for any of these free services is simple. Go to the "For Your Business" section of www.DuquesneLight.com. On the "Manage My Account" dropdown menu, select "Payment Options" and then "Pay It Green." 

PROTECT YOURSELF FROM SCAM ARTISTS

Duquesne Light is warning customers to be aware of scam artists who may be targeting them. In addition to scams targeted at residential households, the company has noticed an increase in the amount of scams targeted at local businesses in recent months.

Several customers have reported receiving calls stating that if payment is not made immediately, their electric service will be terminated the same day. The callers are also directing customers to purchase "pre-paid" type credit cards to pay off the alleged amount. Duquesne Light has issued several warnings on the topic, and the Public Utility Commission also recently sent out a news announcement calling attention to the scams, which are happening across the state and the country, involving utilities and other types of businesses.

"We want the community to be aware that, unfortunately, scam artists are out there, and they may be targeting Duquesne Light customers," said Jane Cuff, director of Customer Contact. "We urge our customers to take suitable precautions to protect themselves from becoming a victim of these scams."

Scams, unfortunately, are an age-old problem, and scammers continue to find new methods and technologies to obtain personal information. Everything from "dumpster diving" to malware on customers' computers

to sophisticated phone misrepresentations are among the techniques used by scammers. Following are some of the precautions customers may take to guard against scam artists.

Avoiding Phone Scams

- Duquesne Light does not call customers on the day of a scheduled termination for non-payment.
- Duquesne Light does not perform shutoffs on weekends.
- Duquesne Light does not ask customers to purchase any type of pre-paid cards.
- Never provide credit card or other payment information if you are unsure if the caller is legitimate.
- If you are unsure that a call actually was from Duquesne Light, call us back at 1-888-393-7100 to verify.
- Customers suspecting they may have been targeted by scam artists should contact Duquesne Light and their local police.

Cyber Security Tips



- Do not use the same password for multiple accounts.
- Be sure your computer has updated "firewall" and anti-virus software.
- Do not access personal information from public Wi-Fi locations.
- Shred bills.
- Be cautious discussing personal account information in public places, as hackers can be listening. 