

Duquesne Light Company's (DLC) Response to Supply Chain Challenges



Supply chain challenges continue to impact [utilities across the United States](#) and material lead times, but as your trusted energy partner, Duquesne Light Company (DLC) is committed to working together with our customers and suppliers to minimize the effects of these longer lead times.

- Our goal is to always provide our customers with safe and reliable service, which is why we are proactively communicating this reality to you – our valued customer.
- Our team regularly meets with our key suppliers to discuss market conditions and outlook for key commodities.

Customers requesting new electric service connections or upgrades to existing services on DLC's system should contact DLC with as much advance notice as possible.

Update to New Service Timelines

In-service dates may vary depending on the scope of work necessary to accommodate the customer's project needs – see the table below for general project timelines.

Requested Electric Service	Equipment Lead Times
3-Phase (Overhead or Underground Commercial Service)	10 – 24 months
Downtown Network Connections or Distribution Vaults	12 – 30 months
Industrial Customers and Customer Substations	18 – 36 months
Underground Residential Developments (URDs)	10 – 18 months
1-Phase Residential (Single-Family)	2 – 4 months

These timeframes are subject to change but are based on project lead times as of September 2023.

- Please understand that *every* electrical construction project is different; there are variables and obstacles that can arise during a project.
- These general project timelines are provided to you so that you can have a reasonable understanding of the process. These timelines are not definitive or a commitment of construction by DLC.

Working With DLC

Contact DLC's New Business line at 412-393-4343 to have a work order created. A DLC representative will then be assigned to your project and reach out to you to discuss next steps within 3-7 business days.

- A site visit will be required to help determine the necessary project scope.
- A completed [electrical service request \(ESR\) form](#) is required to proceed with any work. Note: the project lead times (described in the table above) do not start until DLC has received all the necessary information from the customer.

For more information on the process, please visit our [Service Request webpage](#). You can also check your project status from our [Check Status webpage](#).