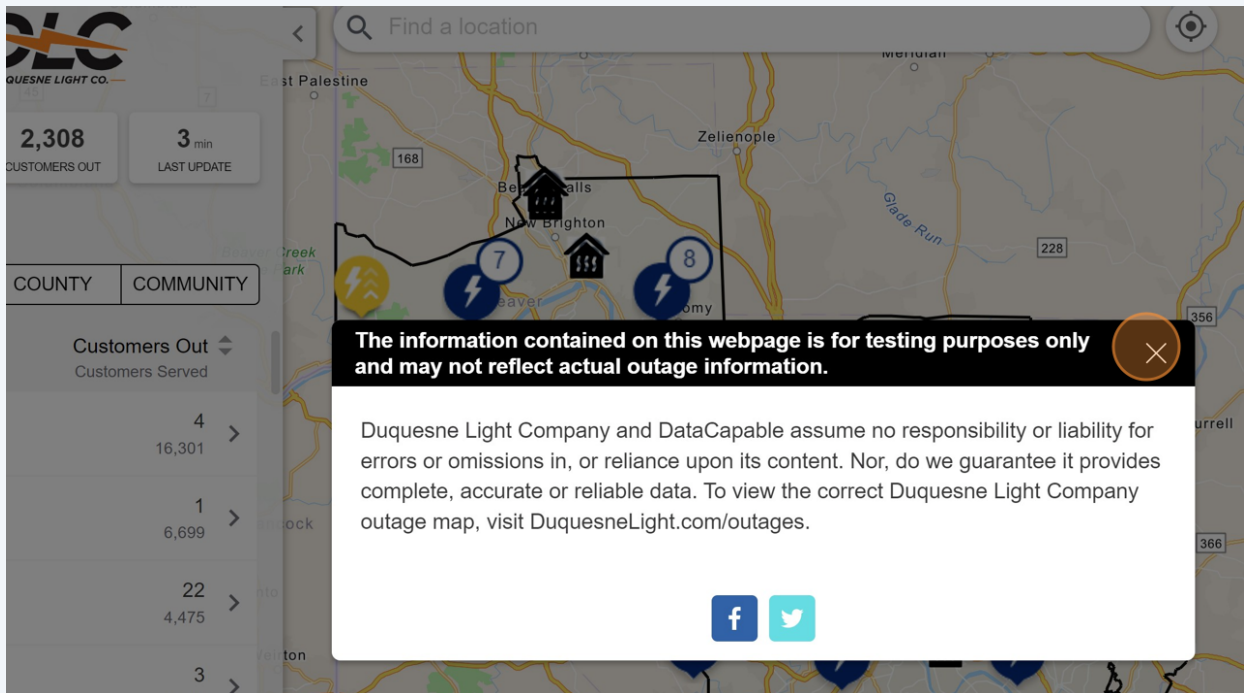


DLC Outage and Event Map Tutorial

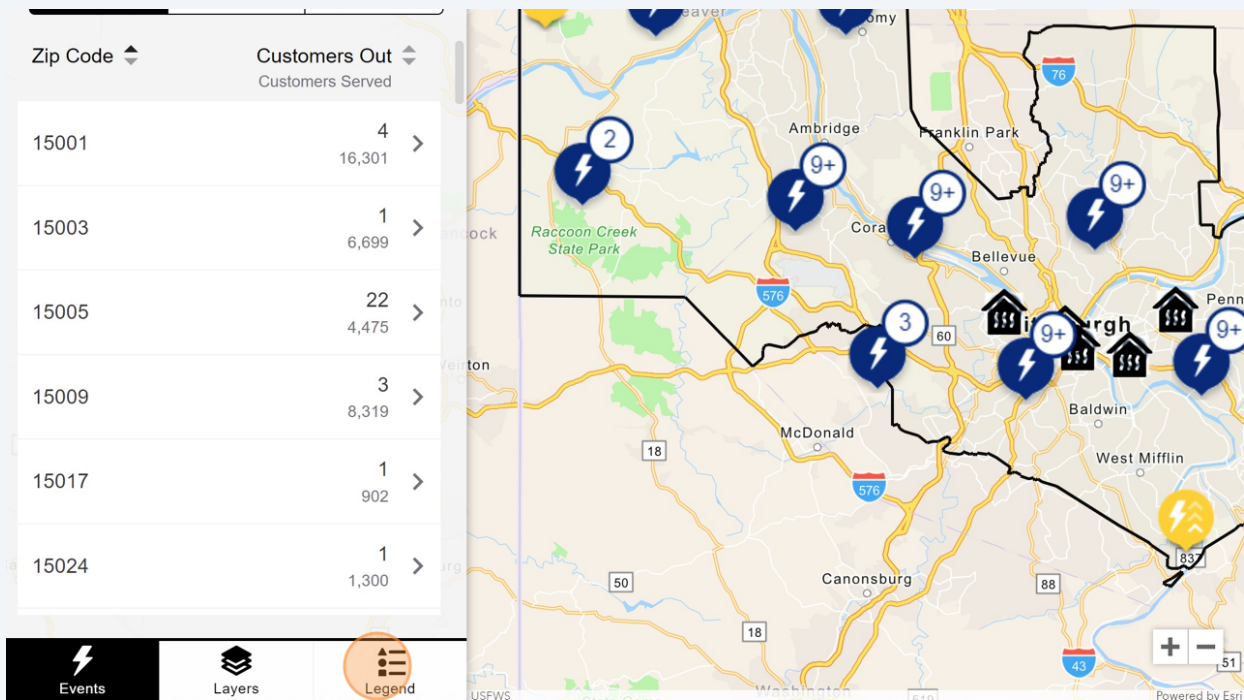
The DLC outage map is powered by real-time data supported by the DataCapable Platform. Let's explore the map's features and benefits for our customers accessing the Outage and Event Map via desktop.

1 Navigate to <https://duquesnelight.com/outages-safety/current-outages>

2 If a pop-up message is displayed, review the message and use the 'X' or click anywhere on the map to close the pop-up.



3 We'll click the **Legend** button to learn more about the map's icons.



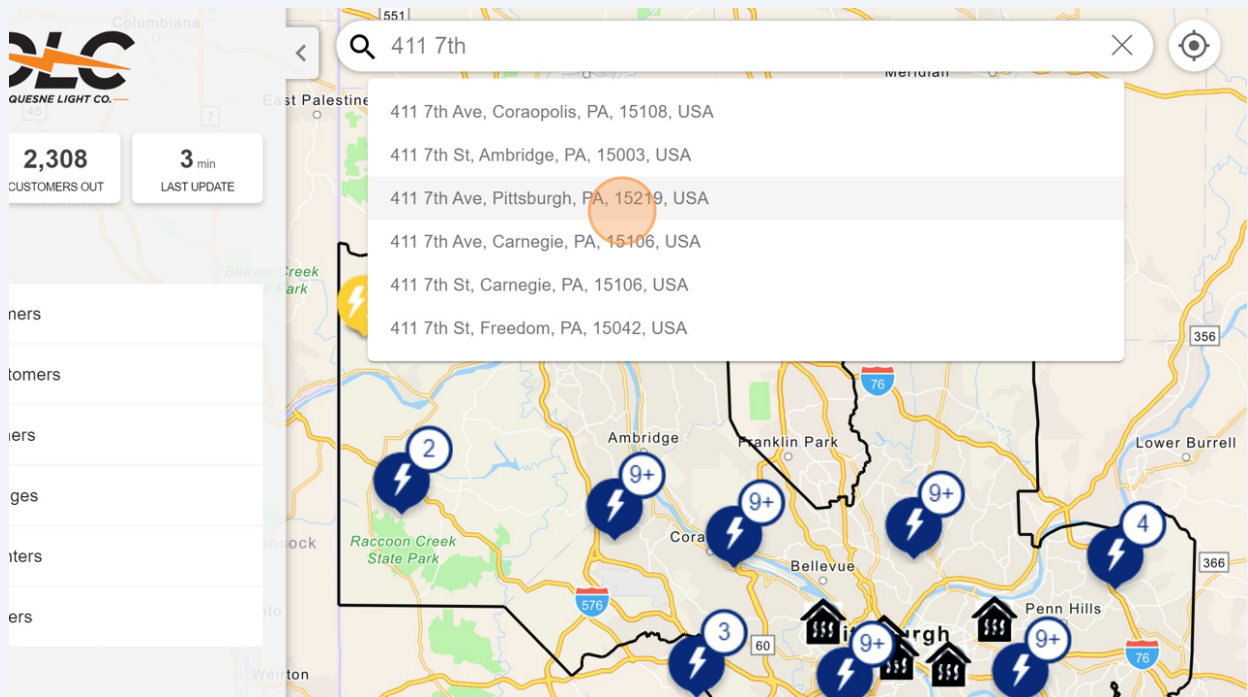
i Power outage events are displayed on the map with one of three icons based on how many customers are affected by the outage. The active outages have lightning bolt icons.

- Yellow icons reflect outages impacting between 1 and 49 customers.
- Orange icons reflect outages impacting between 50 and 499 customers.
- Red icons reflect outages impacting more than 500 customers.
- Navy icons mean there are multiple outages of varying sizes clustered together.

i The panel displays all of the outages throughout our service territory in a list. You'll have access to the same details and notification options regardless of whether you find an outage directly on the map or within the **'Events'** panel.

4

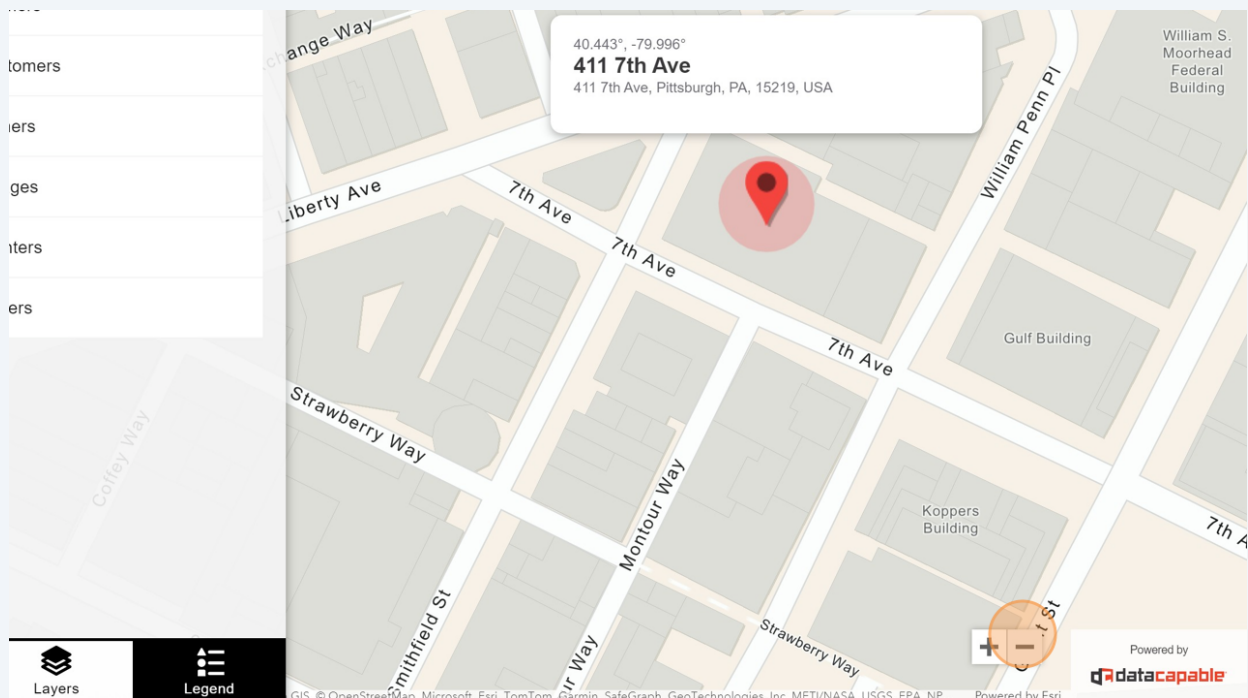
Do you need to see if there is an outage at a specific address or location? Click the **'Find a location'** field or the **target icon** to geolocate based on your device's location. These options allow you to quickly find an address or your location on the map to see information on any nearby outage events.



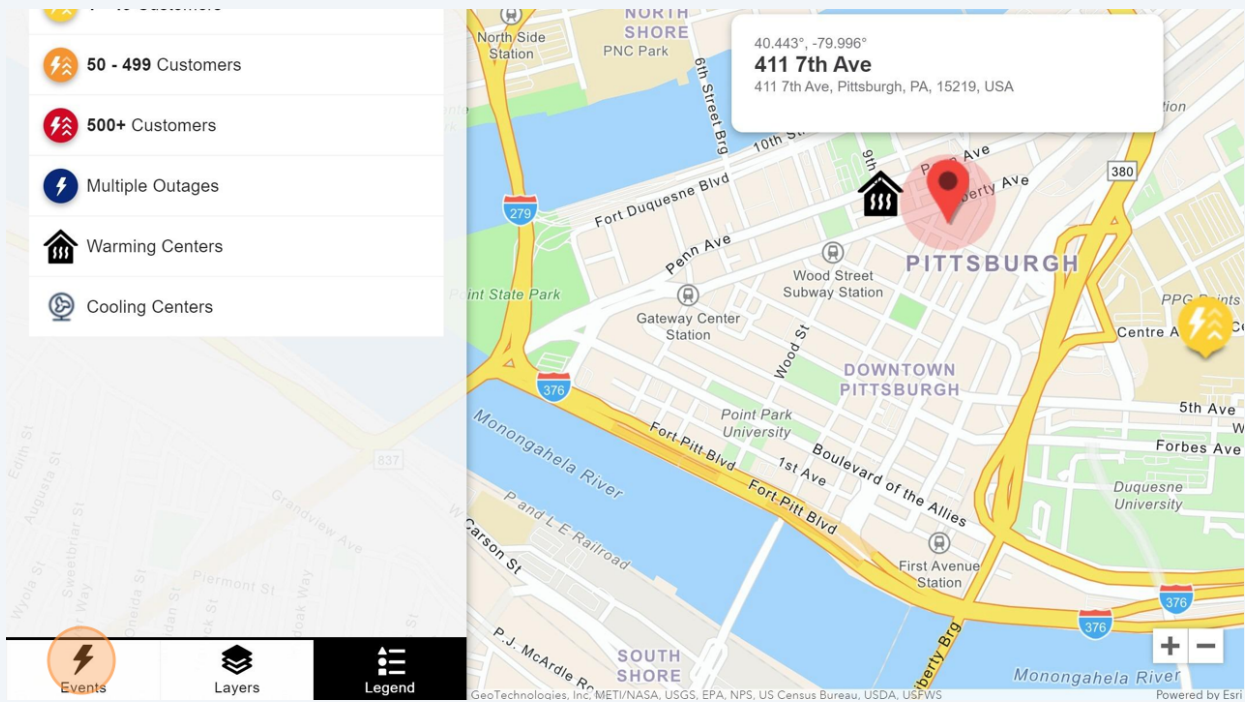
5

Next, we will click the **- button** to zoom out and view the full map again.

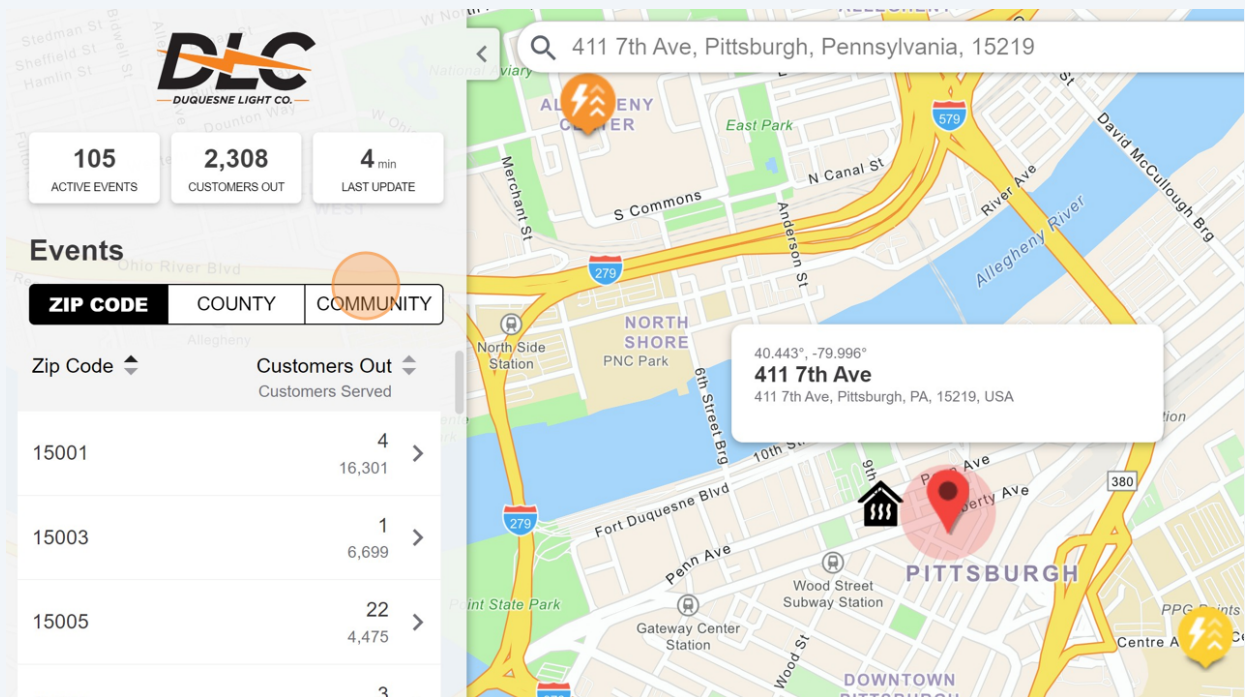
Likewise, the **+ button** can be used to zoom in and better visualize any outage events currently on the map.



6 After reviewing the legend, we'll click the '**Events**' button.



7 In the left-hand panel, we can toggle between the different groupings, **Zip Code**, **County** and **Community**. Here, we'll click on '**Community**' to see the events grouped by neighborhoods.



8 Use the 'up' or 'down' arrows to sort the list as ascending or descending.

105 ACTIVE EVENTS | 2,308 CUSTOMERS OUT | 4 min LAST UPDATE

Events

ZIP CODE	COUNTY	COMMUNITY
	Allegheny	Community ▾ Customers Out ▾ Customers Served
ALIQUIPPA		4 16,300 >
ALLISON PARK		1 11,057 >
AMBRIDGE		1 6,698 >
BADEN		22 >

40.443°, -79.996°
411 7th Ave
411 7th Ave, Pittsburgh, PA, 15219, USA

9 Next, we'll click the events rolled up into the Pittsburgh community to see the individual events.

105 ACTIVE EVENTS | 2,308 CUSTOMERS OUT | 4 min LAST UPDATE

Events

ZIP CODE	COUNTY	COMMUNITY
	Allegheny	Community ▾ Customers Out ▾ Customers Served
PITTSBURGH		1,675 380,986 >
GLENSHAW		379 6,668 >
N VERSAILLES		97 5,529 >
MOON TWP		48 652 >
CORAOPOLIS		44 >

40.443°, -79.996°
411 7th Ave
411 7th Ave, Pittsburgh, PA, 15219, USA

10

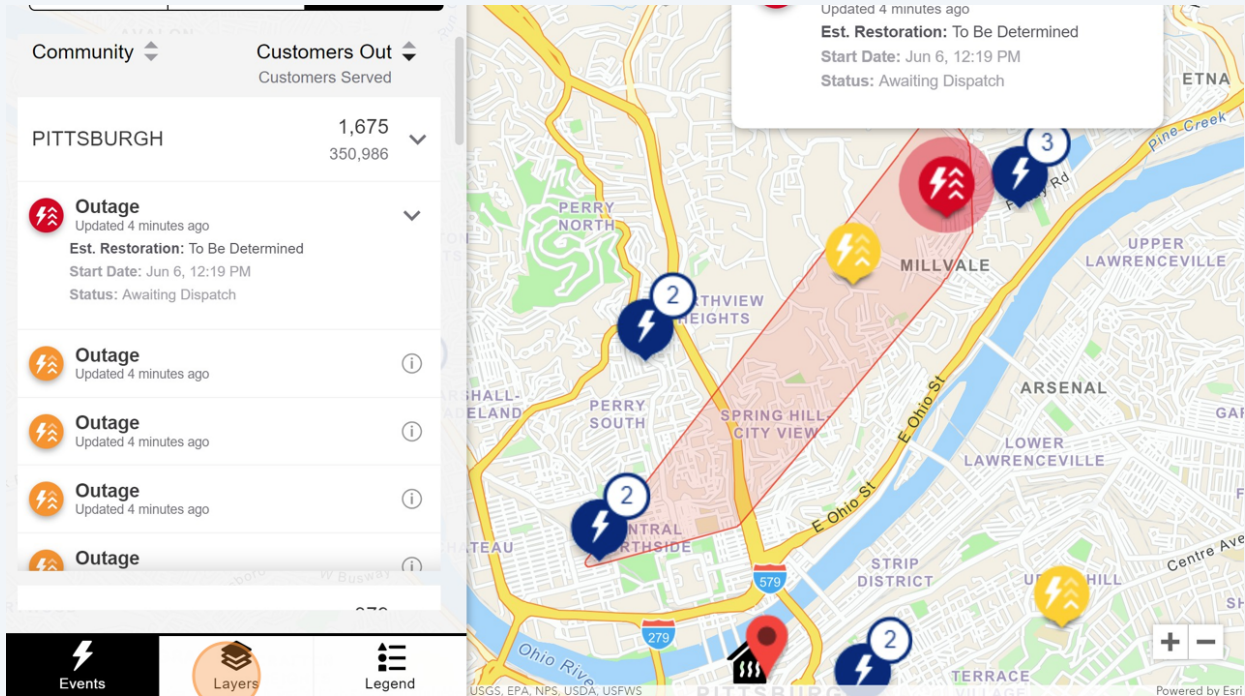
We'll click on a high impact event in the group as indicated by the red outage event icon.

The screenshot displays a mobile application interface for monitoring events. On the left, there is a sidebar with navigation options: 'ACTIVE EVENTS', 'CUSTOMERS OUT', and 'LAST UPDATE'. Below these is a section titled 'Events' with filters for 'ZIP CODE', 'COUNTY', and 'COMMUNITY'. The 'COMMUNITY' filter is selected, showing 'PITTSBURGH' with 1,675 customers out and 350,986 served. A list of 'Outage' events follows, each with a red lightning bolt icon and a timestamp of 'Updated 4 minutes ago'. On the right, a map of Pittsburgh is shown with a red pin at 411 7th Ave. A white information box above the pin displays the coordinates 40.443°, -79.996° and the address 411 7th Ave, Pittsburgh, PA, 15219, USA. The map also shows various landmarks like PNC Park, Gateway Center Station, and Duquesne University.

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The map centers on the selected outage event and a polygon is added to the map to indicate the area of impact. On the event card, either in the panel or on the map, review the details such as when the event was last updated, the estimated restoration time, event start date and time and the status.

Next, we will click the **'Layers'** tab highlighted below.

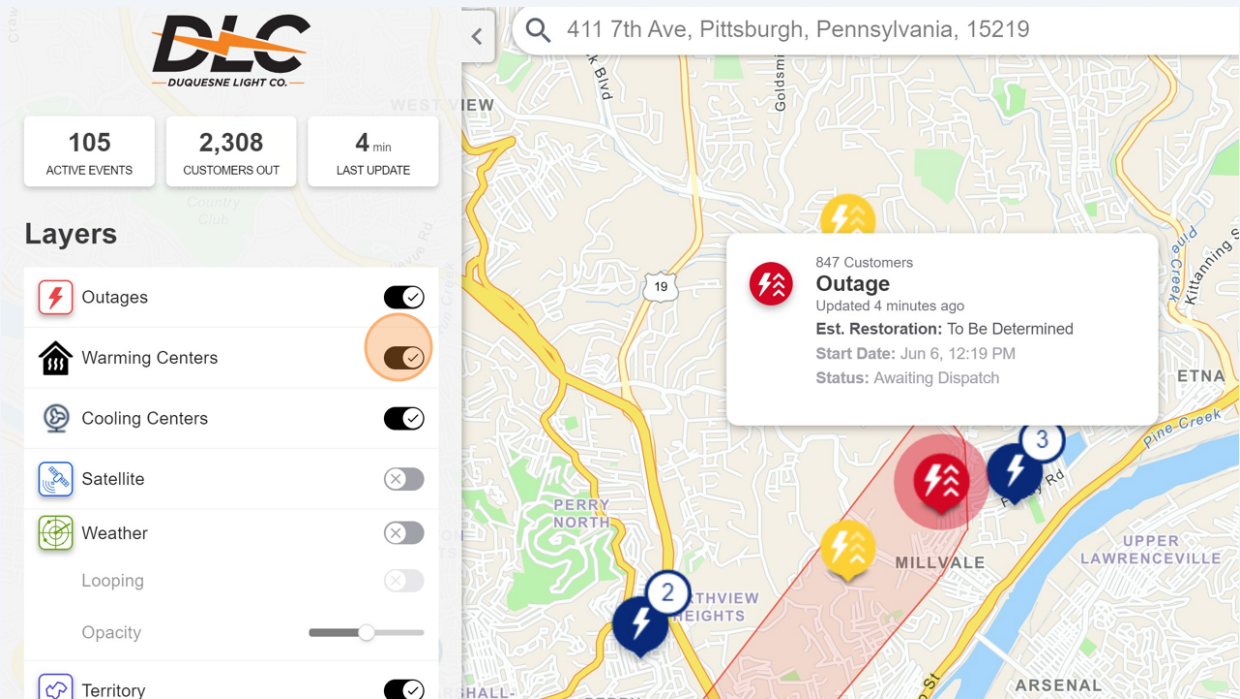


Did you know you can enroll in notifications for outages by clicking on the Enroll in Alerts button above the map? Register to receive email, SMS and/or voice notifications for updates on outage events impacting your address.

12

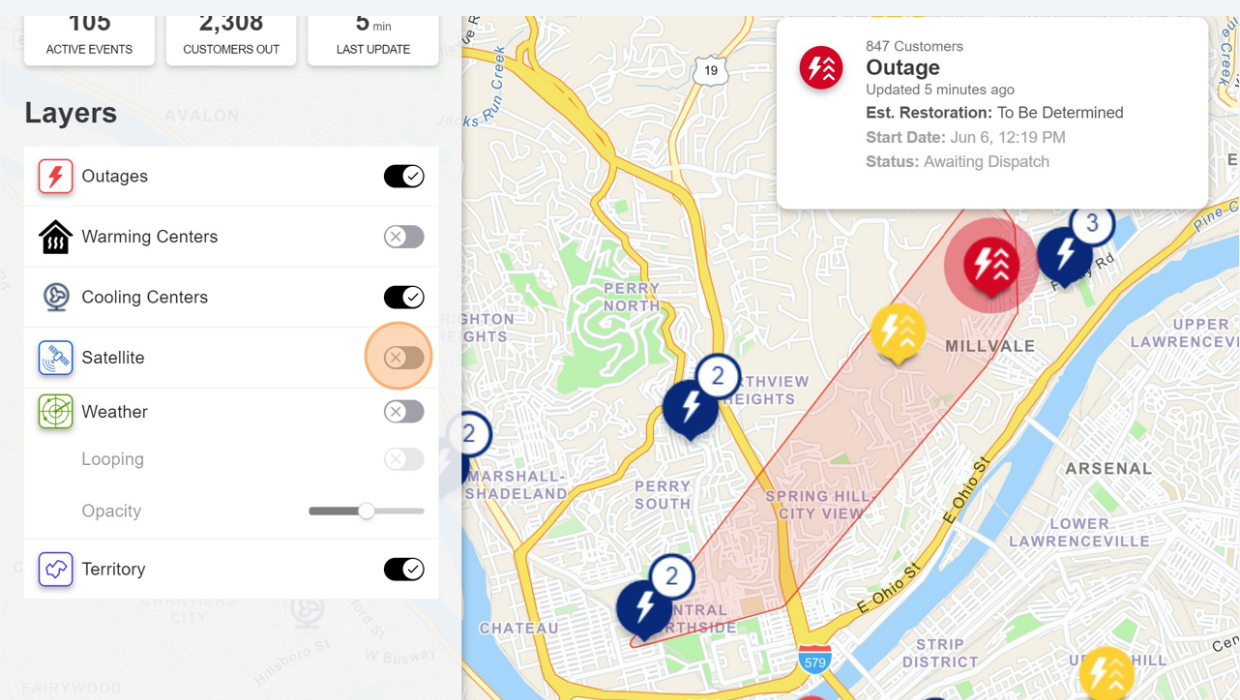
On this tab, layers of additional map information can be toggled on and off to meet your needs. Weather radar data is available to be toggled on and off as needed including opacity and looping. Depending on the season and relevancy, the DLC Outage and Event Map may include other useful information as layers, such as warming and cooling centers.

Let's toggle the warming centers off to reduce the number of icons on the map.



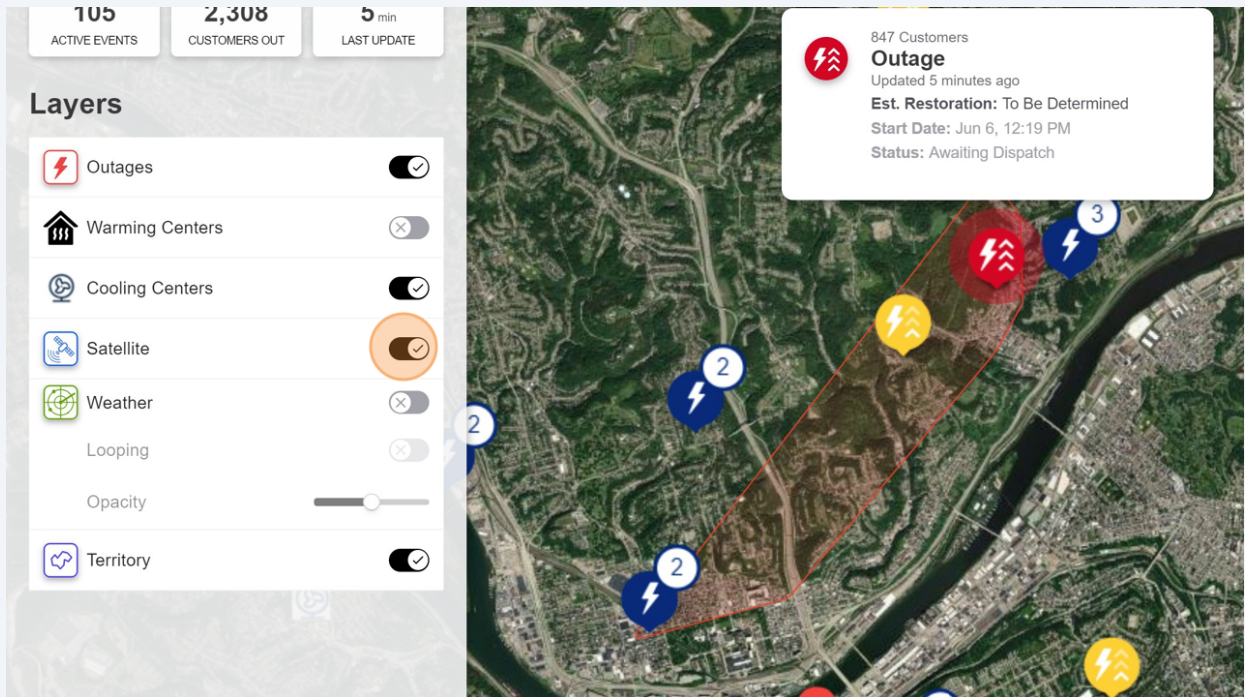
13

With the warming centers toggled off to reduce the number of icons on the map, we will switch the base map to a satellite view.



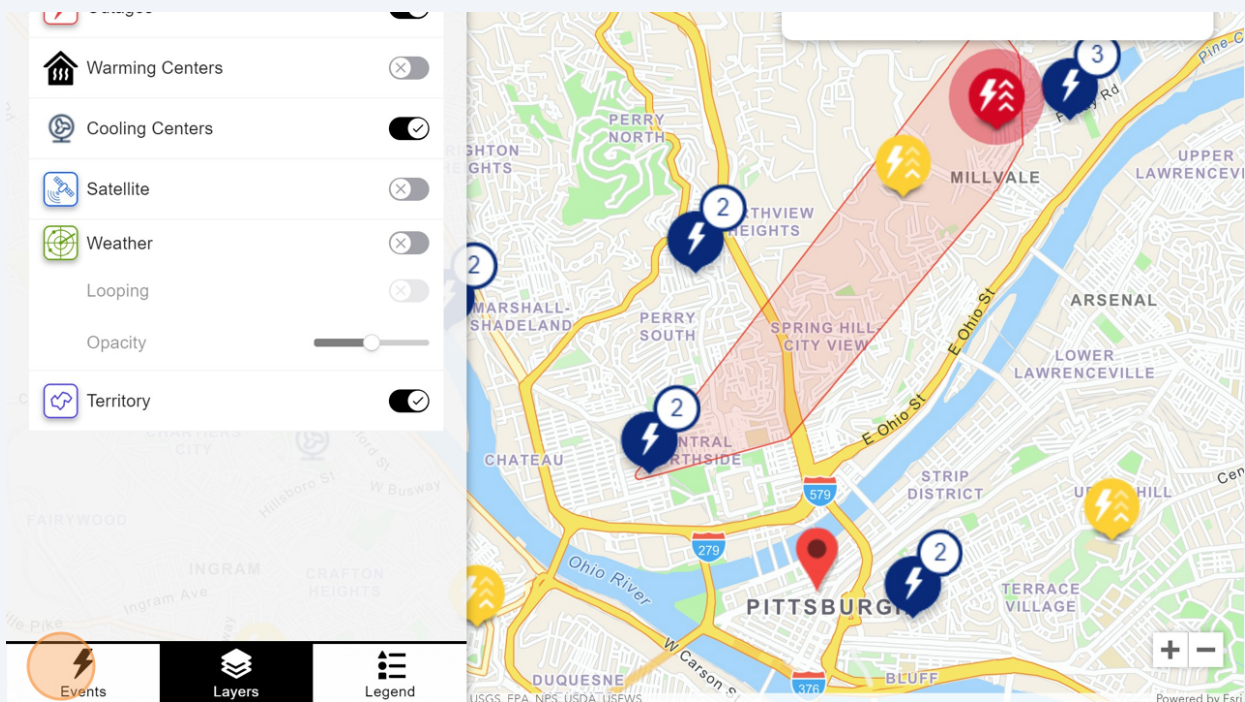
14

This changes the base map to show the layout of the land from an overhead perspective to better visualize the layout with real-world landmarks and terrain of the impacted area. Let's toggle the base map back to the street view by selecting the satellite toggle again.



15

With the street view displayed, we'll click 'Events' to review other events. Using the events panel, review other known outages on the DLC Outage and Event Map.





Are you experiencing an outage not currently displayed on the map? Let us know by submitting a report through the '**Report an Outage**' feature above the map. This functionality allows you to report an outage to DLC. Complete the form with any pertinent details and it will be submitted to our crews for investigation.



This concludes the navigation and feature tutorial for the desktop Outage and Event Map.