

***Reliability Projects***  
***Underground Residential Distribution -  
Rehabilitation***



# *Underground Residential Developments*

- Duquesne Light Company is working to maintain high levels of service and reliability that make our network one of the best.
- Customers residing in your neighborhood are served by a network of underground distribution lines that were originally installed when homes were built in the 1970s and 1980s. In order for Duquesne Light to continue to deliver power safely and reliably to your neighborhood, replacement of some of our equipment is required.
- You are receiving this notice because a maintenance project has been scheduled to take place in your neighborhood in the near future.

# *Underground Residential Developments*

- ***Why are these repairs needed?***

- Your existing underground plan has equipment nearing the end of its useful life.
  1. Underground vaults trap water, salt, dirt and lawn treatments causing equipment failure and interruption of service.
  2. They are difficult to access and work in
  3. Existing primary cable and conduit gets damaged
  4. The need to improve service & reliability

- ***Lets look at some examples...***

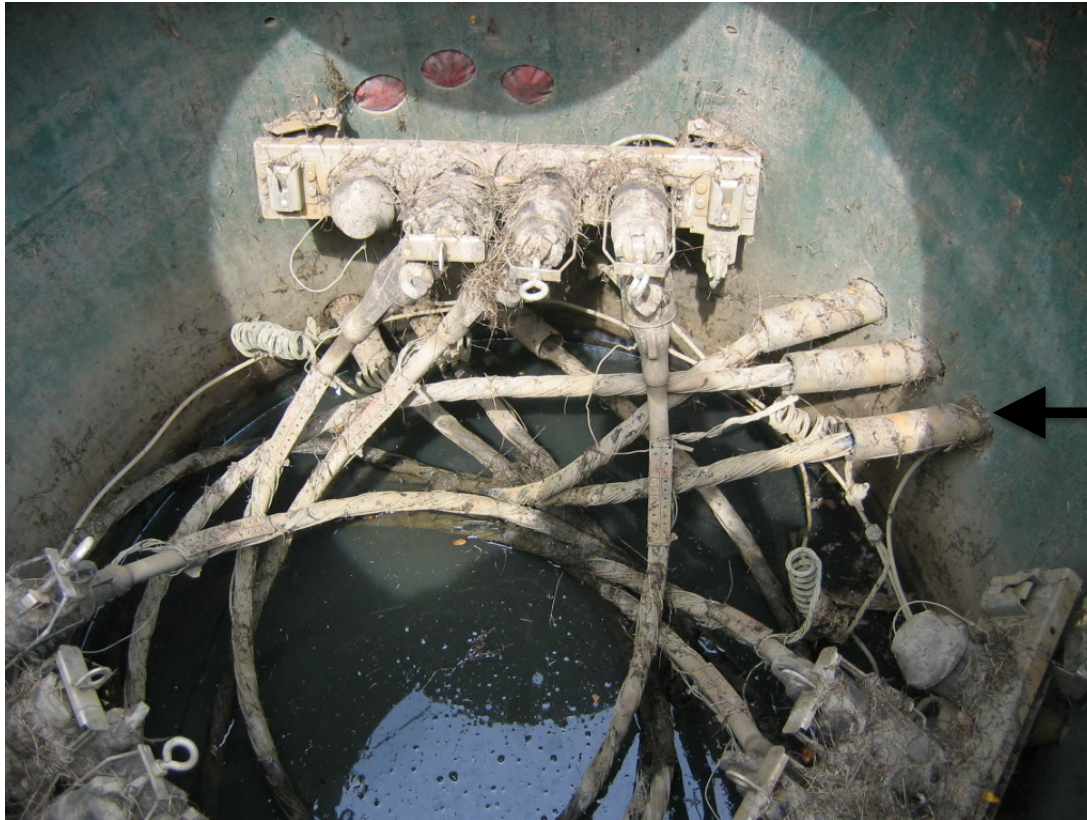
# *Underground Residential Developments*

- This is a typical vault lid. The vault underneath contains high voltage cables and equipment.
- These often collect debris and water and is sometimes mistaken for a sewer drain.



# Underground Residential Developments

- Here's our typical vault with a junction. Note the collected debris and water.
- There is existing conduit throughout your plan with our high voltage cables inside. Our plan is to reuse these, which will limit the amount of digging we have to do.



Existing  
Conduit  
Reused



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- Here's our typical vault with a switch. It is challenging for our crews to disconnect and reconnect high voltage connections and keep them clean.
- This equipment is designed to only be serviced when deenergized.



# *Underground Residential Developments*

- ***What is the new equipment?***

- The new equipment is designed so high voltage connections occur above ground.
  1. Prevents trapped water, salt, dirt and lawn treatments.
  2. They are easy and safe to access and work in
  3. We reuse and repair the old primary cable conduit
  4. Improves service & reliability

- ***Lets look at some examples...***



# Underground Residential Developments

## Above Ground Transformer

- Here's a new transformer.
- Approximately 42" x 42" x 42".
- Easy to label and identify.
- Can be worked on energized.

Note phone and cable providers now use above ground equipment too.





# *Underground Residential Developments*

## *Above Ground Junction*

- Here's the new junction devices.
- Comes in three sizes.
- The largest is 48" x 42" x 40"
- Easy to label and identify.
- Can be worked on energized.

Next page will show the inside.

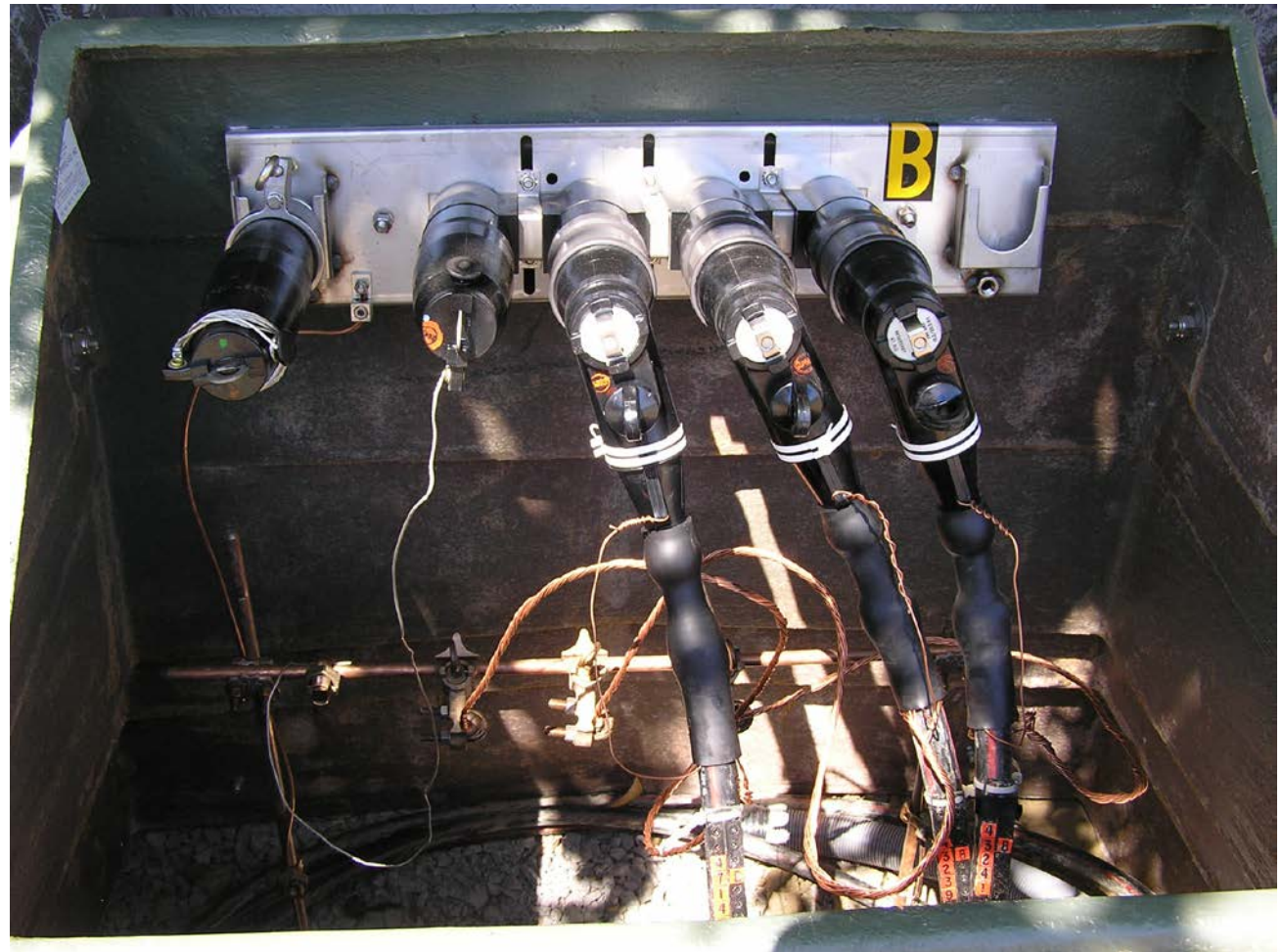


# *Underground Residential Developments*

## *Above Ground Junction*

- Connections are clean and dry.
- Easy to label and identify connections.
- Can be worked on energized.

**That means  
outages will be  
shorter and  
impact less  
customers!**





# *Underground Residential Developments*

- ***New equipment summary***

- The new equipment is designed so high voltage connections occur above ground.
  1. Prevents trapped water, salt, dirt and lawn treatments.
  2. They are easy and safe to access and work in
  3. We reuse and repair the old primary cable conduit
  4. Improves service & reliability

- ***What about your yard?***

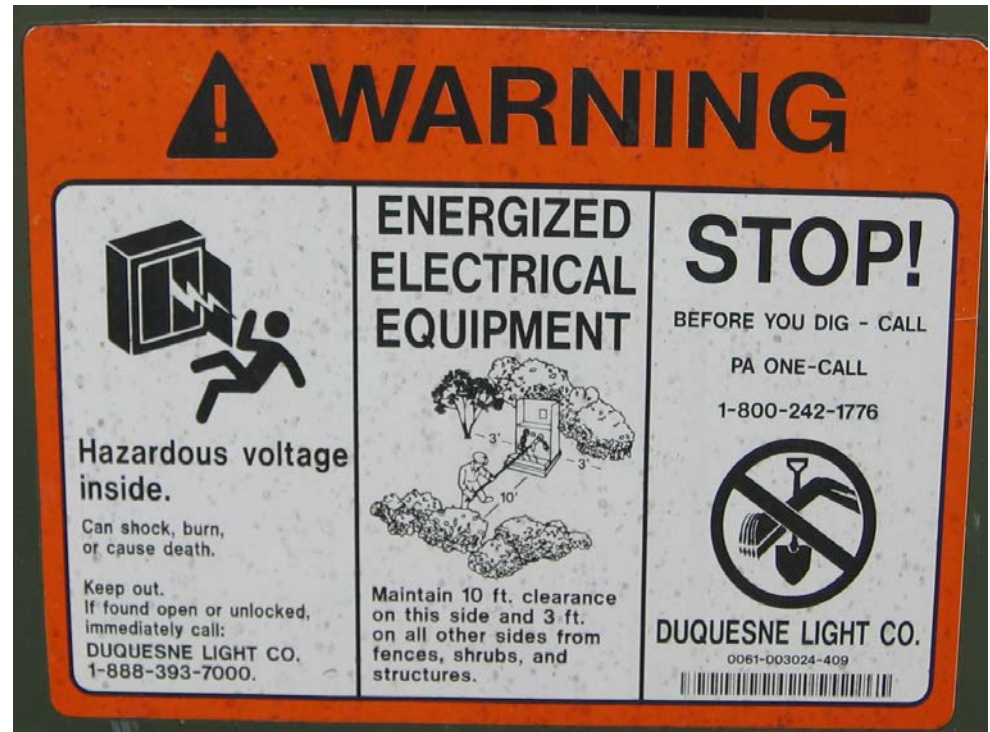
# *Underground Residential Developments*

- *How is my yard going to be impacted?*
  - DLC installs this new equipment in the public road right-of-way space near the road.
    1. Crews may have to remove existing plants if they conflict with our underground equipment.
    2. Our crew will replace cable and install the above ground device.
    3. Crews will replant grass, spread mulch or stone, but not new landscaping.
    4. Customers can plant near our equipment provided they follow the spacing we put on our equipment warning labels.
- *Lets look at an example...*



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- This new equipment (same as the existing) carries high voltage and should never be tampered with.
- Follow the spacing for placing landscaping or anything near the devices.
- Always call PA One-Call before you dig to avoid hitting underground cables.



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- Access to the front is critical for our crews in the event of an outage or for maintenance.
- Landscaping can be used to shield your view of these items.
- These are the standard devices. All customers get the similar equipment installed.



# *Underground Residential Developments*

- ***When will my power go out?***
  - In order to install this equipment safely crews will have to shut off power to your house.
    1. Each home will experience both switching outages (1/2 hour) and equipment outages (4-8 hours) starting around 8:30 am.
    2. Crews endeavor to have power on by 4:30pm everyday.
    3. The number of outages you experience is based on the circuit layout and the sequence of work.
    4. One week in advance or more of an outage a PA One Call flags will be placed.
- ***How can I find out when outages are scheduled?***

***There is two key methods that you can get information on outages for this project?***

***1. The Project Hotline***

***(412) 393-681?\****

***2. Our Website***


***[www.duquesnelight.com](http://www.duquesnelight.com)***

***\* The full number, including last digit, is printed on the information letters and signs posted within the plan.***



# *Underground Residential Developments*

- ***The Project Hotline***

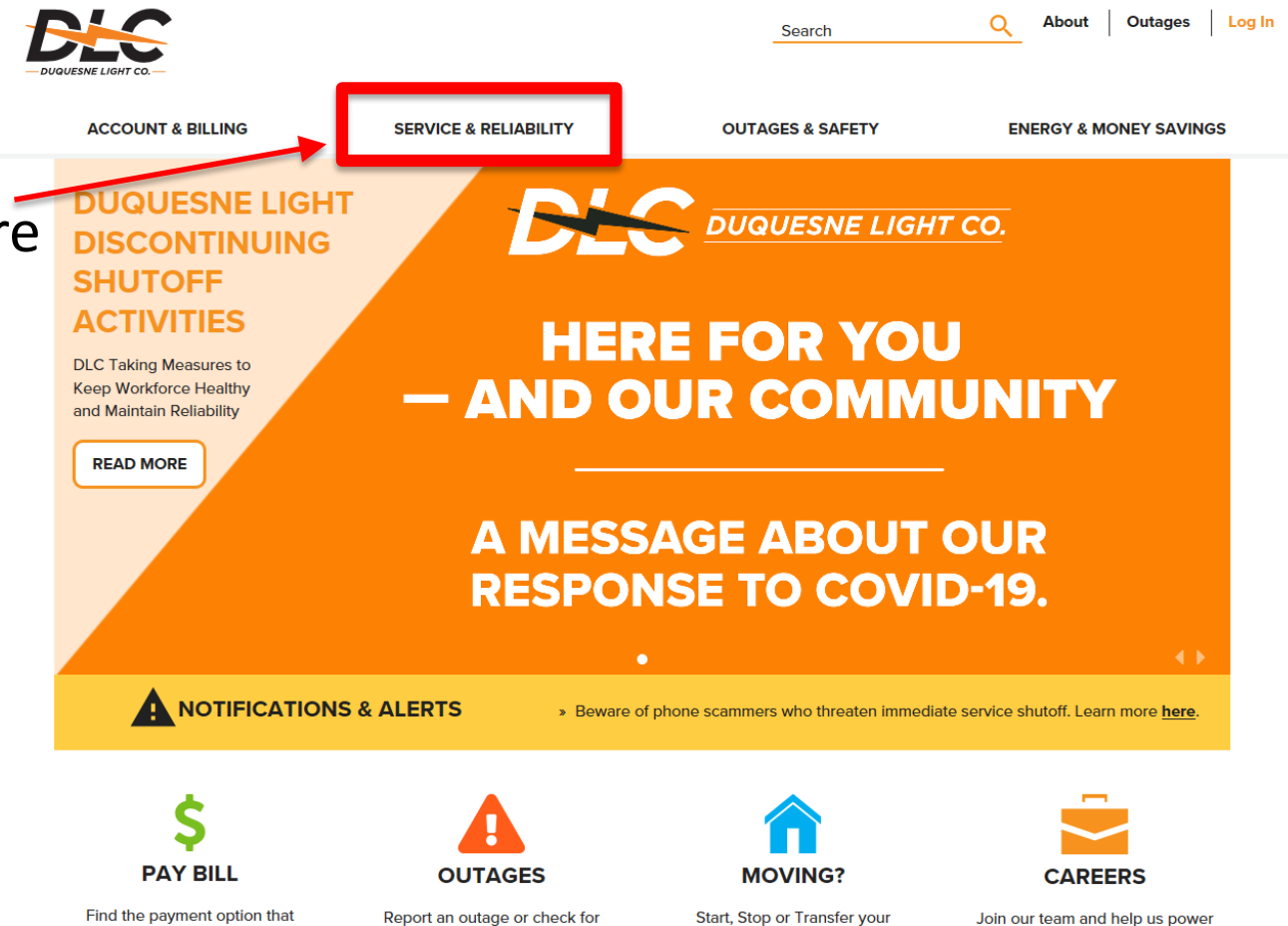
- ***Call (412) 393-681  \****
- ***The project hotline is updated as work progresses.***
- ***It is a prerecorded message with information regarding outages to addresses.***
- ***If you have a concern, you can leave a message after the message finishes.***

***\* The full number, including last digit, is printed on the information letters and signs posted within the plan.***


# Underground Residential Developments

- Using our website, [www.duquesnelight.com](http://www.duquesnelight.com)

Click Here



**DLC** DUQUESNE LIGHT CO.

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**DUQUESNE LIGHT DISCONTINUING SHUTOFF ACTIVITIES**


DLC Taking Measures to Keep Workforce Healthy and Maintain Reliability


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**HERE FOR YOU — AND OUR COMMUNITY**


**A MESSAGE ABOUT OUR RESPONSE TO COVID-19.**

 **NOTIFICATIONS & ALERTS** > Beware of phone scammers who threaten immediate service shutoff. Learn more [here](#).

 **PAY BILL**  
Find the payment option that

 **OUTAGES**  
Report an outage or check for

 **MOVING?**  
Start, Stop or Transfer your

 **CAREERS**  
Join our team and help us power

# Underground Residential Developments

- Using our website



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## RELIABILITY PROJECTS

Home > Service & Reliability > Reliability Projects

For more than 130 years, Duquesne Light Company has remained committed to providing safe, reliable electric service to customers across Allegheny and Beaver counties. We are committed to investing in infrastructure and technology that enable us to meet the increasing demand for energy in the region. A major part of that commitment is ensuring that our electrical infrastructure – the wires, transformers, substations, poles and other equipment that make up the company's transmission and distribution system – delivers power safely and reliably to your home or business.

As a result, from time to time we must repair and enhance our system. While our infrastructure has served customers well for decades, various components are nearing the end of their useful operating lives. We proactively replace that equipment in order to maintain the levels of service and reliability that you've come to expect from Duquesne Light, and to ensure that the region will be able to meet future energy demands.

You can link below to a variety of information on specific infrastructure improvement projects taking place across our service territory.

### CURRENT RELIABILITY PROJECTS:

Neighborhood Underground Residential Development (URD) Plan Distribution Projects

[The Atwood/Hi-Tor Gardens \(Pleasant Hills\)](#)

The Atwood/Hi-Tor Gardens consists of four apartment complexes located on Garden Gate Drive in Pleasant Hills Borough.

## SERVICE & RELIABILITY

[Start, Stop or Transfer Service](#)

[Start New Service](#)

[Increasing Convenience for Shopping Customers](#)

[Start New Business Service](#)

[Transfer Service](#)

[Stop Service](#)

[Reliability Projects](#)

[General Project Information](#)

[Equipment Inventory](#)

[Service Map](#)

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[Calculate the Savings](#)

Scroll down to find your neighborhood.



# ***Underground Residential Developments***

**Thank you for you patience as we improve  
your electrical system.**

**If you have questions please feel free to call  
the hotline number listed on your letters and  
leave a message.**