



## DLC Home Protection Plans Making Major Repairs a Minor Concern



**Y**ou probably don't think about the hassle of repairing segments of your home's electrical system – until you need to. Then it becomes all you can think about: the unplanned expense, finding a reliable contractor, plus the inconvenience to you and your family.

That's why Duquesne Light Company (DLC), in partnership with Dominion Products and Services, Inc., is pleased to offer the **In-Home Electric Line Repair Plan (IHELP)**. This plan covers repairs to your in-home electrical system, including faulty wires, breakers, outlets, switches, dimmers, meter sockets and fuse panels – **for only \$3.99/month.**

With IHELP, you get peace of mind because we do all the work for you. Repairs are quick and easy. A toll-free service number is available 24/7, and your repairs will be scheduled within 24 hours of your call.

Best of all, the cost is conveniently added to your monthly Duquesne Light bill, and signing up is easy! You can visit [DLCHomePlans.com](http://DLCHomePlans.com) or call 1-833-655-8337.

We offer a wide range of other Home Protection Plans for a reasonable monthly fee – from Heating and Cooling Repair and In-Home Plumbing Repair to Water or Sewer Line Restoration and Surge HELP® (Home Electronics Loss Protection). For more details or to enroll, visit [DLCHomePlans.com](http://DLCHomePlans.com).

## Beware of Phone & Door-to-Door Scammers Who Threaten Immediate Service Shutoff



**DLC** would like to remind all customers to be cautious of scams. We never call customers for payment with the threat of same-day termination of services. If you feel that you have been targeted by a scammer, call us at 1-888-393-7100 to verify before making a payment.

### 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.
- If you are unsure that a call actually was from Duquesne Light, call us back at 1-888-393-7100 to verify.

### Door-to-Door scams:

- Always ask to see employee identification.
- Look for a company logo on the person's uniform and vehicle.
- Call Duquesne Light to verify the person's identification. A legitimate worker won't mind waiting while you verify their employment information. We will be able to tell you whether the person is an employee and whether they've dispatched a service call to your home or neighborhood.
- If you suspect the person is an imposter, please contact local law enforcement.

## e-Bill: Faster, Greener, More Convenient

**e-Bill** is a free service that enables you to view your Duquesne Light bill from your mobile device, laptop or personal computer on the day it is generated. It's faster, greener, and makes your bill available whenever or wherever you need it.

Once you enroll in e-Bill, you no longer will receive a paper bill. Instead, you will receive an email with the amount and date due, as well as a link to access and manage payment of your bill. In addition, we will provide a 12-month history of your bills to make recordkeeping easy.

Visit [DuquesneLight.com/eBill](http://DuquesneLight.com/eBill) to enroll today.



# Save Energy & Money Through Duquesne Light's Watt Choices Program



**D**uquesne Light's Watt Choices program helps customers conserve energy and reduce demand while lowering their electricity costs. Watt Choices invites customers to take advantage of a wide variety of energy efficiency, conservation

and demand-response measures, including rebates, recycling of old refrigerators and freezers, online home energy audits, and discounts on light-emitting diode (LED) light bulbs. Following are highlights of two of the programs.

## Watt Choices offers conservation kits to ALL residential customers

DLC is offering free LED lamp and nightlight conservation kits! Each kit contains eight LED lamps and two LED nightlights. Go to [DuquesneLight.com/WattChoices](http://DuquesneLight.com/WattChoices), select "Residential," then "Online Energy Audit," and enter your account number to order yours today! To complete the order, you'll need to click on the "Detailed Analysis" button, which enables you to receive a detailed home energy audit in less than three minutes. That is all that is required to receive the kit.

Customers without access to a computer can call 1-888-WATTLEY (1-888-928-8539) to order their kit.

\*One kit per active residential Duquesne Light account.



## Big Spring Cleaning Savings: Free pickup. Free recycling.

Are you looking to replace or remove an older refrigerator or freezer? Our Residential Appliance Recycling Program makes it easy with free pick up and recycling. We'll pay you a \$35 incentive check, plus, you'll be helping the environment! In addition, you may be eligible for a rebate on your new purchase. Visit [DuquesneLight.com/WattChoices](http://DuquesneLight.com/WattChoices) or call 1-800-257-2510 to schedule your pick up today!

## \$3,000 Nissan Leaf Rebate Available to Duquesne Light Customers

**T**o help put more electric vehicles on the road and reduce air pollution, Duquesne Light customers can use special incentives from Nissan that could save thousands of dollars on the purchase of the company's popular all-electric LEAF.

Nissan is offering DLC customers a \$3,000 rebate off the Manufacturer's Suggested Retail Price (MSRP) on the 2018 LEAF. The special rebate offer is available through June 30, 2018, or while supplies last. To qualify for the savings, customers should show their DLC utility bill to participating Nissan dealerships that are listed at [nissanusa.com/nissandealeters/](http://nissanusa.com/nissandealeters/).

In addition to the manufacturer incentives, the purchaser also could qualify for up to \$7,500 in federal electric vehicle tax credits and a \$1,750 rebate through the Pennsylvania Department of Environmental Protection's Alternative Fuel Vehicle Rebate Program.

For more information, go to [DuquesneLight.com/Nissan](http://DuquesneLight.com/Nissan).



## DLC Kicks Off New Year-Long Tree Planting Initiative

**T**o help revitalize Pittsburgh's tree canopy and continue its dedication to employee volunteerism, Duquesne Light Company is launching a new year-long tree planting initiative in 2018. With the motto, "right tree, right place" in mind, the company plans to donate trees to local parks and communities, offer a free tree giveaway, and educate customers about the benefits of safe and reliable tree planting.

In recognition of Arbor Day on April 27, nearly 30 DLC volunteers, including vegetation management experts, kicked off this initiative by planting 20 new trees in Schenley Park in conjunction with the City of Pittsburgh's Department of Public Works Forestry Division.

"At DLC, our ultimate goal is to deliver safe and reliable electrical service to our customers, and making sure the right trees are planted in the right places plays a big role in that," said Jim Barry, Manager of Vegetation Management at Duquesne Light. "It's an honor to join fellow employees in this effort to enhance our parks and communities, and improve the environment through our tree planting initiatives."

### Stay tuned for free tree program

Not stopping there, the company also will participate in another tree event with local organization, Tree Pittsburgh, later this year. Duquesne Light will be offering a free tree giveaway to customers and planting trees in local communities. The program aims to educate and engage DLC customers on the benefits of strategic tree planting and the importance of the "right tree, right place" concept.

To learn more about choosing the right tree, check out the Trees & Power Lines section of [DuquesneLight.com](http://DuquesneLight.com). Stay updated on our tree-planting activities by visiting DLC's Facebook and Twitter pages.



### HOW TO REACH DUQUESNE LIGHT

Customer Service .....	412-393-7100
Outages and Emergencies .....	412-393-7000
TDD (Telecommunications Device for the Deaf) .....	412-393-4320
Credit & Collections .....	412-393-7200
Department and Employee Directories .....	412-393-6000
Universal Services (Energy Assistance) .....	1-888-393-7600
Time and Temperature .....	412-391-9500
Watt Choices .....	1-888-WATTLEY (1-888-928-8539)

*Social Media*

- @DuquesneLight
- facebook.com/DuquesneLight
- linkedin.com/company/Duquesne-Light-Company

### HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

- Memorial Day** – Monday, May 28 – Closed
- Independence Day** – Wednesday, July 4 – Closed



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