



SERVICELINE

A power-filled publication brought to you by Duquesne Light Co.



DLC Repair Plan Helps Keep Your Home Cool When It's HOT, HOT, HOT

It's been HOT, HOT, HOT this summer...and your air conditioner can break when you least expect it. Just one cooling repair can cost hundreds of dollars in parts and labor. That's money that would have to come out of your pocket!

Duquesne Light is pleased to offer the Cooling Repair Plan for just \$4.95/month, an easy and convenient way to ensure your home stays cool in the summer without the hassle of air conditioner repair expenses.

By signing up, you'll have:

▶ **Protection against costly repair bills** – We cover most working parts and labor repair costs, regardless of the brand or age of your air conditioner. Visit the web link below for more details.

▶ **Convenient service** – Call our toll-free number day or night and we'll dispatch a professional cooling contractor to your home. There is no additional paperwork and you only will pay a \$25 service fee when repairs are needed.

▶ **Peace of mind** – Only carefully pre-screened contractors are used, so you are assured of quality workmanship.

It's easy to sign up. Enroll online at DLCHomePlans.com or call us at 1-833-655-8341.

Wide Range of Other Services Available at DLCHomePlans.com

Duquesne Light offers a wide range of other Home Protection Plans for a reasonable monthly fee – from Heating 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.



Contact PA One Call

Use Safe Digging Practices When Planning Yard Projects

In recognition of National 811 Day, on Aug. 11, Duquesne Light is encouraging customers and contractors to call 811 before beginning any digging projects. The Company is part of the PA One Call system, which allows customers to call a single, toll-free number to alert all appropriate utilities about digging projects.

"The safety of our customers, contractors and employees is Duquesne Light's number one priority," said Warren Stough, Director of Safety & Operation Services, Duquesne Light. "As part of that, we encourage those beginning digging projects to do so safely and take advantage of the PA One Call system."

Every nine minutes, an underground utility line is damaged because someone began digging without first calling 811. Striking an underground utility line can cause injury, repair costs, fines and inconvenient outages, all of which can be avoided by calling the hotline. Customers and contractors are asked to take the following steps when planning a project:



⇒ Before calling, determine the tag number of the nearest utility pole, pad-mounted transformer or underground vault cover to pinpoint the project location.

- ⇒ Make the call during the planning stage to avoid any delays.
- ⇒ Contact PA One Call at 1-800-242-1776 or 811 at least 72 hours before digging begins. Wait for a follow-up call from appropriate utilities about the location of underground cables or facilities near the dig site.
- ⇒ Review Occupational Safety and Health Administration (OSHA) regulations about working near electrical power lines.

By following these steps, customers and contractors may avoid injuries, damage to property or prolonged outages. For more information, please visit DuquesneLight.com or PA1Call.org.

Join Us at Fall College & Military Fairs Consider a Career with Duquesne Light

More than 1,500 Duquesne Light employees work together to deliver safe and reliable electricity to nearly 600,000 customers every day. We're creating a dynamic and sustainable future by unleashing the boundless potential of the electric grid. In other words, we don't just keep your lights on, we keep your life on.

Duquesne Light is looking to add new members to our team. We offer a wide array of positions, ranging from IT specialists to engineers and meter technicians.

We always accept applications online, at DuquesneLight.com/Careers, but would love to speak with you in person. Come and meet members of our team at one of the college and military career fairs listed on this page to learn more about how you can energize your career.

EDT Program Trains Entry-Level Skilled Craft Workers

DLC also regularly recruits for its annual Electrical Distribution Technology (EDT) Program as well as summer internship programs. The EDT Program, a 12-month certificate program in partnership with The Community College of Allegheny County, teaches the skills and knowledge needed to apply for entry-level skilled craft positions in the electric utility industry. For more information, select the Electrical Distribution Technology Program link on the Craft & Skilled Workers page at DuquesneLight.com/Careers.



Institution	Event	Date
Penn State Main Campus	Internship and Co-Op Fair	Sept. 12
Veterans Place	Pittsburgh Veteran Career Fair	Sept. 13
Duquesne University	Fall 2018 Career Expo	Sept. 19
Penn State Behrend	Fall Career and Internship Fair	Sept. 19
West Virginia University	Statler College Career Fair	Sept. 20
The University of Pittsburgh	Fall Engineering Career Fair	Sept. 21
Grove City College	20th Annual Career Fair	Sept. 26
Robert Morris University	Fall Career Fair	Oct. 2
Youngstown State University	Fall 2018 Fall Expo	Oct. 4
California University of Pennsylvania	Fall Career Fair	Oct. 4
Recruit Military	Fall Career Fair	Oct. 18
Pittsburgh Technical College	Fall Career Fair	Nov. 16

Budget Billing Option Helps Keep Your Electric Payments in Balance

Electric bills can vary from month to month. While the weather can be unpredictable, Duquesne Light makes sure your bill isn't. We can help you level out these ups and downs. Budget payments are just one more reason we're larger than light.

How It Works

To enroll in Budget Billing, contact our Customer Service Department at 412-393-7100 between 8 a.m. and 5 p.m., Monday through Friday. Please note that you will have to pay off any existing balance from previous DLC bills before joining.



Once you've enrolled, your budget amount will be reflected in the "Budget Amount Due" heading located at the bottom right corner of the first page of your bill.

We will review your budget amount every four months. This review may result in changes to your "Budget Amount Due" to help ensure that your bill reflects your energy use.

You will receive a late payment charge of 1.25 percent if you don't pay the "Budget Amount Due" by the due date ("Late Charge After") on your bill.

If you decide you no longer want to be a Budget Billing customer, you can cancel your participation by calling 412-393-7100.



Analyze Your Home Energy Use... ...Get Free Energy Conservation Kit

One of the most thorough ways Watt Choices helps customers save money is through a free, online home energy audit. Simply answer a few questions about your home's age, type and structure, and a few questions about your energy-use habits. Watt Choices then will provide a detailed analysis based on your answers as well as your actual electric usage. The report contains insight on past energy use and, most important, a host of recommendations on how to reduce future use. **As an added bonus, customers who enter their account number as part of the online audit will receive a complimentary energy efficiency kit* that includes eight LED light bulbs two LED nightlights.**

Why wait? Take advantage of this offer right now. Go to DuquesneLight.com/WattChoices, select "Residential," then "Online Energy Audit."

* One kit per active residential Duquesne Light account.

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](https://twitter.com/DuquesneLight)
facebook.com/DuquesneLight
linkedin.com/company/Duquesne-Light-Company

**HOLIDAY SCHEDULE FOR
TELEPHONE SERVICE REPRESENTATIVES**
Labor Day – Monday, September 3 – Closed

DLC DUQUESNE LIGHT CO.

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