SYSTEM-WIDE DUQUESNE LIGHT METER SWITCH OUT
TO BEGIN IN _____ IN MARCH

What is Happening?

The state of Pennsylvania has required utilities to replace existing electric meters with advanced meters as part of their overall response to requirements of statewide energy-conservation legislation, Act 129.

What are the Benefits of Getting an Advanced Meter?

The new, advanced meters will operate as the existing electric meters do today, and customers will not notice any difference in how the advanced meters measure their electric use.

Over time, as the advanced capabilities of these meters are activated, Duquesne Light will be offering a variety of programs and services that can help customers save energy – in addition to benefiting the environment. These programs may include things like

- Online tools that will help customers discover ways to manage their bills,
- Alerts that reduce high bill surprise and worry and
- Optional time-of-use rates that will reward those who can shift major portions of their power use to non-peak hours.

Customers will receive additional communications when these new services start to become available. Longer-term, we plan to offer outage alerts and restoration estimates that will help customers plan during storm-related service interruptions.

When Will the Meter Exchange Take Place?

In September 2014, Duquesne Light began the first phase of a multi-year process to install advanced meters for all of our approximately 530,000 residential customers in Allegheny and Beaver counties. To date, the company has successfully exchanges more than 10,000 meters have been in the Aliquippa and Bellevue communities.

How Will Customers be Notified?

Duquesne Light will send a letter to customers notifying them of the upcoming meter exchange. This notification letter will provide details about the meter exchange and outline any actions the customer should take. Three to five days before the day of the exchange, customers will receive a reminder call. They will not need to be home for the exchange.

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Will Customers' Electric Service be Affected?

In most cases, no. In some cases, the meter replacement will result in a brief (approximately 10-minutes) interruption the customer's electric service. After installation, service will return to normal. We apologize for the inconvenience that this short outage will cause.

Questions???

We hope all questions will be answered in the notification letter. If customers have additional questions after reading that letter, they are encouraged to call us at 1-888-928-8539 (press 1 and follow the prompts.)

We greatly appreciate customers' patience during this meter upgrade. Over time, this advanced meter and the future services it enables will help customers better manage their energy use.

# # #

<Date>

«FIRST_NAME» «LAST_NAME»
«ADDRESS»
«CITY_STATE» «ZIP»

Dear «FIRST_NAME» «LAST_NAME»,

During the next several weeks, Duquesne Light Company will exchange your existing electric meter with a new, advanced digital model as required by Pennsylvania's statewide energy-conservation legislation, known as Act 129.

The advanced meter will operate as your existing meter does today, and you will not notice any difference in how it measures your electric use. In the future, as the advanced capabilities of these meters are activated, Duquesne Light will offer a variety of programs and services that can help you save energy, in addition to benefiting the environment.

What We Will Do

Before the Exchange	Day of the Exchange		After the Exchange
3-5 days before the exchange, we will call to remind you of the upcoming work using the following phone number: «SERV_ADDR_PHONE»	A Duquesne Light authorized installer, with a valid ID, will arrive at your residence to complete the exchange between 7 a.m. - 5 p.m. **You do not need to be home for the exchange.**	Once the meter exchange is complete, the installer will verify that your new meter is working properly. The installer will leave behind a door hanger, indicating the type of work that was performed.	You may be asked to participate in a survey regarding your meter exchange experience. Quality checks will be conducted on a percentage of completed meter exchanges and a Duquesne Light representative may visit your residence to perform this check. You do not need to be home for this activity.

Steps You Should Take

1. **Verify that the phone number, listed above, is correct.** If a change is necessary, or no number is listed, please contact us via email at advancedmeterinquiry@duqlight.com or by phone at 1-888-928-8539 (press "1" and follow the prompts) to update your contact information.
2. **Make sure we can access the meter** by removing any barriers, such as locked gates, pets or material blocking the meter.
3. **If your meter is located inside your residence,** please call 1-888-895-1044 to set up an appointment for the installer to gain access to your home to complete the meter exchange.
4. **Notify others in your household** about the upcoming exchange.

In some limited cases, the meter replacement will result in a brief interruption (approximately 10 minutes) of your electric service. After the exchange is complete, your service will return to normal. We apologize for any inconvenience this outage may cause.

Please note: Even if your electric service is not interrupted, we recommend that you check and, if necessary, reset clocks, surge protectors, Ground Fault Interrupter (GFI) outlets -- the type of outlet commonly used near water sources such as kitchens and bathrooms – and other electronic devices.

Thank you for your patience during this meter exchange. Over time, this new meter and the future services it enables will help you better manage your energy use. In the future, Duquesne Light will be able to offer you programs and services, such as:

- Online tools that help manage your bill,
- Email or phone alerts to manage high-usage activity, and
- An optional time-of-use program that may provide benefits to customers who can shift portions of their power use to non-peak hours.

Look for additional communications when these new services start to become available later this year. Longer-term, we also plan to offer outage alerts and restoration estimates that will help our customers plan during storm-related service interruptions.

If you have any questions about this letter or our meter exchange program, please contact us at **1-888-928-8539**. Press "1" and follow the prompts to reach a Customer Service representative.

Sincerely,

Michele Sandoe
Vice President of Customer Care

OFFICIAL NOTICE FROM DUQUESNE LIGHT

Why is Duquesne Light replacing my electric meter? The state of Pennsylvania has required utilities to replace existing electric meters with advanced meters as part of their overall response to requirements of statewide energy-conservation legislation, Act 129.

Are new electric meters being installed throughout Duquesne Light's service territory? Bellevue and Aliquippa were the first communities to receive the advanced electric meters. This year, we will continue to install the new meters at homes and businesses throughout the communities we serve in Allegheny and Beaver counties.

How will the new meter system benefit me? Initially, the advanced meter will operate as your existing meter does today. You will not notice any difference in how it measures your electric use. Over time, this new meter and the future services it enables will help you better manage your energy use. We will be able to offer you services, such as:

- Online tools that help you discover ways to manage your bill
- Alerts that reduce high bill surprise and worry
- Outage alerts and restoration estimates that help you plan during emergencies

Look for additional communications when these new services start to become available.

How will you keep my energy usage data private? Data protection is a top priority for us. Our new wireless meter data network is private and encrypted. We do not send any data that identifies you through this network. You can review our privacy policy by clicking on the link at the bottom of the home page of our website, **DuquesneLight.com**, or by calling **412-393-7100**.

Who is paying for the new meters and future services? All customers pay for the new meters and future services through a charge on their monthly Duquesne Light bill. The charge, which is reviewed and approved by the Public Utility Commission, is recalculated quarterly.

Duquesne Light
Our Energy...Your Power®

OFFICIAL NOTICE FROM DUQUESNE LIGHT

Dear Customer,

☐ **SUCCESSFUL EXCHANGE**

Today, we exchanged your existing electric meter with an advanced digital model. You may recall receiving a letter from us explaining the reason for the meter exchange.

Be assured that the technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.

You may need to check and reset clocks, surge protectors, Ground Fault Interrupter (GFI) outlets (those typically used near water sources) and other electronic devices due to any brief interruptions in service. We apologize for any inconvenience.

If you have any questions, please see the back of this hanger or call us at **1-888-928-8539**. Press "1" and follow the prompts to reach a Customer Service representative.

Thank You.

Duquesne Light
Our Energy...Your Power®

Duquesne Light
Contractor
First Name
Last Name
Wellington Power Corporation
Company Name
8 Sep 2014
Issue Date: This card must be renewed every 90 Days
AMI Programs
BLCO Department

SAMPLE

Sponsor
Sponsor (Phone Ext #)
This identification card is issued for use, convenience and security purposes. You must carry your card at all times and report it's loss immediately. This card must be surrendered immediately to your sponsor upon termination of employment with the Duquesne Light Co.
Duquesne Light
Signature