Meter Exchange Program

Community Information Packet

SYSTEM-WIDE DUQUESNE LIGHT METER SWITCH OUT

What Is Happening?

During the next several weeks, Duquesne Light will exchange existing electric meters with new, digital models. This exchange is part of an overall upgrade of the company's metering infrastructure required by Pennsylvania Act 129.

What Are the Benefits of Getting a Digital Meter?

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

Initial Benefits

- Online tools that help manage your bill
- Email or phone alerts to manage high-usage activity

Future Benefits

- An optional Time-of-Use program that may provide benefits to customers who can shift portions of their power use to non-peak hours
- Outage alerts and restoration estimates that will help our customers plan during storm-related service interruptions

Customers will receive additional communications when these new services start to become available.

When Will the Meter Exchange Take Place?

In September 2014, Duquesne Light began the first phase of a multi-year process to install digital meters for all of our approximately 600,000 residential customers in Allegheny and Beaver counties.

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.

Will Customers' Electric Service Be Affected?

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

Please note: Even if customers electric service is not interrupted, we recommend they 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.

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Questions???

We hope all questions will be answered in the notification letter. For any additional questions, customers can visit the FAQs on the Meter Exchange Program section of our website, DuquesneLight.com, email us at MeterExchangeInquiry@duqlight.com or call 1-888-928-8539. Press "1" and follow the prompts to reach a Customer Service Representative.

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

A Duquesne Light authorized installer, with a valid ID, will arrive at the customer's residence to complete the exchange.

A Duquesne Light authorized installer with their company vehicle.

Customer notification letter:

<Date>

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

Dear «FIRST_NAME» «LAST_NAME»,

During the next several weeks, Duquesne Light will exchange your existing electric meter with a new, digital model. This exchange is part of an overall upgrade of the company's metering infrastructure required by Pennsylvania Act 129.

The new digital 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 metering infrastructure is activated in your neighborhood, 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
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 telephone survey regarding your meter exchange experience. You may be asked to participate in a telephone survey regarding your meter exchange experience. Quality checks will be conducted on a small percentage of completed meter exchanges. You do not need to be home for this activity. On a future bill, you will temporarily see multiple readings and ID numbers for your meter when it is exchanged and activated on our network.

Steps You Should Take

1. If the phone number above is incorrect, or one is not listed, please contact us via email at MeterExchangeInquiry@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 the meter exchange. Over time, the new advanced metering infrastructure and the future services it enables will help you better manage your energy use.

Online Portal: Putting More Energy Use Info in Your Hands

You soon will have access to a secure online portal that provides near real-time information and analysis about your electric use. The portal also will provide options to help you manage your electric bill, including displaying your energy-use patterns by day of week and time of day, providing a projected monthly bill to-date and sending email or phone alerts if your monthly usage passes a level set by you. Watch your mail for additional information.

In order to provide you with these services, Duquesne Light will need to share your usage data with our portal provider, Opower, a company we've worked with in the past. Opower will not use your data for any purpose other than what is necessary to provide your online benefits.

You will be automatically enrolled in the online portal program and your customer usage data will be provided to Opower unless you notify us within 30 days. If you do not want us to make your usage data available to Opower, please contact Duquesne Light Customer Service within 30 days by email at customercare@duqlight.com or by calling 1-888-928-8539 (press "1" and follow the prompts). Customers that unenroll from the program will not have access to the Online Portal.

Future Benefits

Longer-term, thanks to technology enabled by the new advanced metering infrastructure, we also plan to offer additional programs and services, such as:

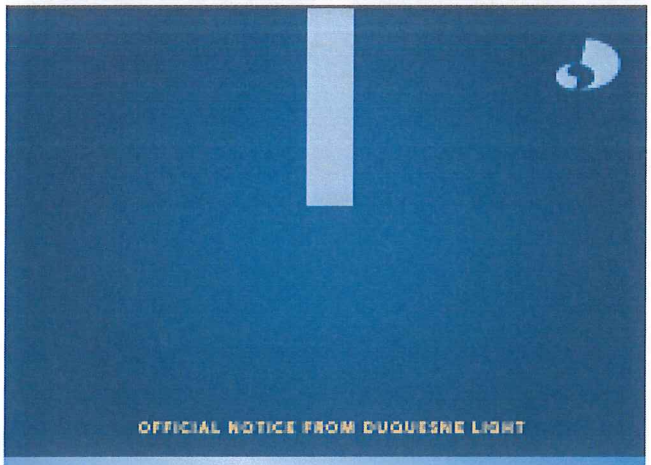
- An optional Time-of-Use program that may provide benefits to customers who can shift portions of their power use to non-peak hours.
- Outage alerts and restoration estimates that will help our customers plan during storm-related service interruptions.

If you have any questions about this letter or any of the services and programs offered, contact us via email at customercare@duqlight.com or by phone at 1-888-928-8539 (press "1" and follow the prompts.) You also can check our website, DuquesneLight.com, for more information.

Sincerely,

Campbell Hawkins
Vice President of Customer Care

Successful Door Hanger



OFFICIAL NOTICE FROM DUQUESNE LIGHT

Dear Customer,

☐ **SUCCESSFUL EXCHANGE**

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

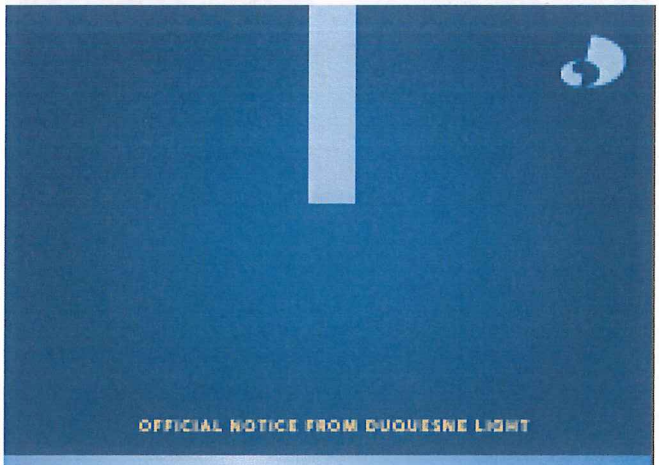
Be assured that the technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.

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, visit the Meter Exchange Program section of DuquesneLight.com 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®



OFFICIAL NOTICE FROM DUQUESNE LIGHT

Why is Duquesne Light replacing my electric meter?
This exchange is part of an overall upgrade of the company's metering infrastructure required by Pennsylvania Act 129. Over the next few years, we will continue to install new digital meters at homes and businesses throughout the communities we serve.

How will the new meter system benefit me? The new digital 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 metering infrastructure is activated in your neighborhood, we will offer a variety of programs and services that can help you save energy, in addition to benefiting the environment.

Initial Benefits

- **Online tools that help you discover ways to manage your bill**
- **Email or phone alerts to manage high-usage activity**

Future Benefits

- **An optional Time-of-Use program that may provide benefits to customers who can shift portions of their power use to non-peak hours**
- **Outage alerts and restoration estimates that will help our customers plan during storm-related service interruptions**

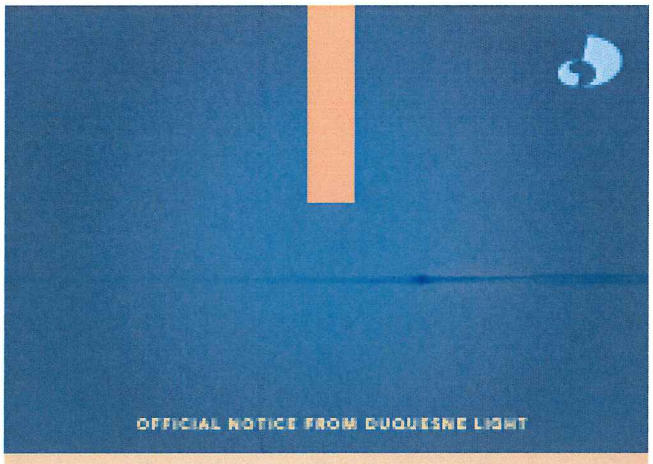
Look for additional communications when these new services start to become available.

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

Unsuccessful Door Hanger



Dear Customer,

Today, we attempted to exchange your existing electric meter with a new, digital model. You may recall receiving a letter from us, recently, explaining the reason for this meter exchange.

Unfortunately, we were unable to exchange your electric meter today because:

- ☐ No access to electric meter
- ☐ Locked gate
- ☐ Unrestrained pet
- ☐ Other: _____

_____

_____

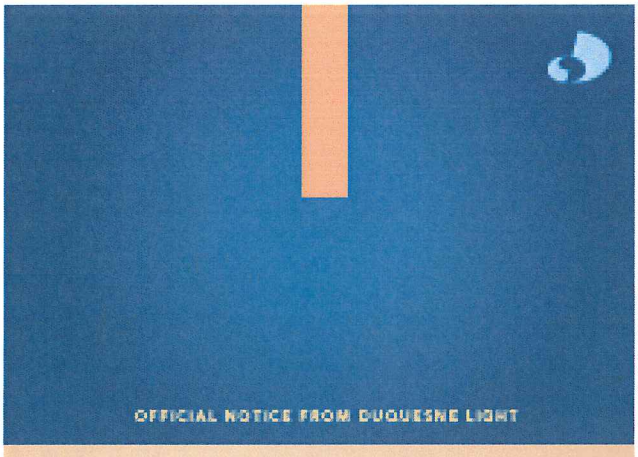
- ☐ We will try again
- ☐ Appointment needed

  Please call **1-888-895-1044** to schedule a meter installation appointment.

If you have any questions, please see the back of this hanger, visit the Meter Exchange Program section of DuquesneLight.com 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®



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