



Duquesne Light *Municipal News*

Your Quarterly Information Source from
Duquesne Light

www.duquesnelight.com

412-393-6060

Keeping You Connected...

Getting the Most out of Your Streetlights

Public safety is one of the principal services a municipality delivers to its residents. Of importance to many residents is the sense of safety and ambiance provided by streetlights. But a streetlight is only as good as the light it gives off. And when a light goes dark, there is a quick and easy way for you to notify Duquesne Light so we can repair it.

Approximately 99% of all streetlights reported out to us are repaired within three business days. What's more, residents can report a dark light directly to Duquesne Light. While we pride ourselves on our record of putting lights back in service, we want to respond to any of your experiences that have been less than satisfactory.

Following are some guidelines when contacting us about streetlights.


A. Reporting 1 to 3 lights for repair: Call **1-800-393-7100**. When the voice says "Thanks for calling Duquesne Light,"

* Press "1" and then press "3". You will be asked to provide a phone or account #. If either of these numbers corresponds to the light's address, DLC will act on the information.

* If, however, the streetlight is located elsewhere, leave your phone # and a Customer Service Rep (CSR) will call back for the details. Residents may use this option to report lights out on their streets.

B. Reporting 4 or more lights: Fax the request to **412-393-8918**. You also may call **412-393-8940** to request a Fax Street Lighting Outage Report. We encourage you to fax your non-premise lights, along with the map showing their locations, rather than calling in your requests.

C. Request for new streetlights: can be entered after calling **1-888-393-7100** and pressing "2," then "2" and then "1". Provide the information to the CSR. The request will be assigned to a technician who will contact your municipality to confirm the request and set up a field visit. **Duquesne Light also offers street light installation and maintenance services for new subdivisions, shopping centers and malls, apartment complexes, and other commercial projects. Contact 412-393-8940 for pricing and availability.**

D. Light not repaired after placing a call: If the light is not repaired within one week of making a call, please contact us again. There may be another issue that should be addressed. We keep a log of all of our calls. We know that, if we have to go out a second time to repair a light, there may be a problem with the photocell or ballast. We'll troubleshoot the problem until the light is working. 

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More News to Keep You Connected...

Meet Your Duquesne Light Local Governmental Relations Team

Matt Pitzarella joined Duquesne Light's local Governmental Relations Department this past January. Pitzarella has spent the last four years at a public relations agency and has partnered on a variety of communications and governmental projects with Duquesne Light, various state agencies and commissions, and numerous community-based organizations.

While Joe Balaban will lead the revised team, Pitzarella will serve as the new day-to-day contact person for municipal offices.

"We consider our team to be a solid advocate for the more than 160 municipalities in Allegheny and Beaver counties that we serve," said Balaban. "From our *Use Your Voice* brochure to the new *Municipal News*, our goal is to provide gold standard service for local government."

Duquesne Light prides itself in valuing and fostering strong relationships with the mun-

icipal offices of Allegheny and Beaver counties. The company's success relies on the success of the communities that it is fortunate enough to serve. After all, the Pittsburgh region is home and has been for more than 100 years.

As part of its continued commitment, Governmental Relations has developed the ***Duquesne Light Municipal News***, a quarterly newsletter and information resource. The purpose of the newsletter is to provide officials with useful information on services, current topics, and interesting facts.

Suggestions for *Municipal News* are highly encouraged and can be sent to governmentaffairs@duqlight.com or the Governmental Relations hotline at 412-393-6060. Officials also may contact Pitzarella directly at 412-393-6260, or Balaban at 412-393-4606. 🏠



Enlightenment – reporting a problem or requesting new service

Electrical's EZ-Route

1-888-393-7100, and enter the following numbers:

Report Power Outage	1	1
Report Downed Wire/Dangerous Condition	1	2
Report Streetlight Problem	1	3
Report Tree Problems/Other Power Problems	1	4
Request for New Streetlights	2	2