

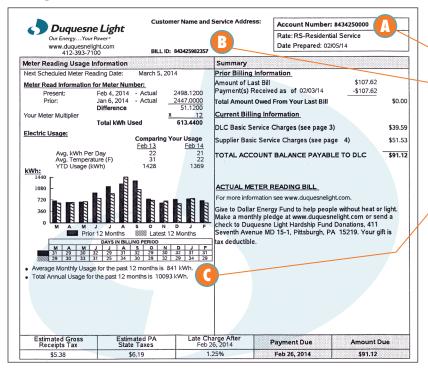
FOCUS Bill Changes

COMING IN 2014

RESIDENTIAL CUSTOMER



Page 1



- Your current 13-digit account number will be replaced with a new 10-digit number.
- If you ever need to call us with a question about your bill, use the bill ID number listed.
- This new table shows the number of days in each of the last 24 billing periods. It will be helpful when looking at the graph of your monthly electric use (above). The Price to Compare information formerly found in this area has been moved to page 3.

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electricity to the customer

Understanding Your Bill Special Services Actual Meter Reading -- A reading we take from your meter. We read over 99% of our meters each month. Customer Protection Plan -- An injury, illness or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light past-due notice to a person of your choice. Basic Service -- The three charges for supply, transmission and distribution that all customers must pay to retain electric service. Customer Charge - A monthly charge on your bill that includes our costs for meter reading, customer billing, service equipment, implementation of advanced metering technology and other expenses. We have these expenses even in months that you may not use electricity. The advanced metering technology and related infrastructure will provide, in the next several years, the ability for features such as two-way communication, hourly usage information and electric-price information. Employee I.D. Program -- All Duquesne Light employees have a photo-identification card. For your protection, ask to see it! Customer Assistance Program — Duquesne Light may be able to help you reduce your bills, arrange an affordable payment or provide information on cash grants, household budgeting of financial counseling. Our goal is to help eligible customers maintain their electric service. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 412-393-7600. Distribution -- The local wires, transformers, substations and other Billing and Payment Conveniences quipment used to distribute and deliver electricity to end-use e-Bill service -- Our free on-line bill presentment service. Once consumers from high-volltage transmission lines. enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up Distribution Charges -- Charges for the use of local wires and other equipment that deliver electricity to consumers and for energy efficiency programs that conserve energy and reduce demand. at www.duquesnelight.com Automatic Bill Payment (ElectriCheck) -- Our free service to have your bill payment automatically deducted from your bank accout on the due date of the bill. You can sign up at www.duquesnelight.com Electric Distribution Company (EDC) -- The company that owns the power lines and equipment necessary to deliver purchased

There are no changes on this page, which features the Understanding Your Bill section.

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Page 3



The Price to Compare (PTC), which helps you compare offers from electric generation suppliers, now can be found in the bottom left-hand corner of this page. The PTC tells you how much you pay Duquesne Light for the supply and transmission charges on your bill if you have not chosen an electric generation supplier.

If you are interested in shopping for an alternative supplier but aren't sure where to begin, go to PAPowerswitch.com, a website operated by the Pennsylvania Public Utility Commission. If you don't have computer access, you also can reach the PUC at 1-800-692-7380.

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Use this new supplier agreement ID number when communicating with electric generation suppliers.

You will find all supplier information here on page 4. Previously, this information appeared on page 3.



