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For Release Upon Receipt
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Duquesne Light Warns Customers of Potential Scam Artists

PITTSBURGH – Duquesne Light is warning customers to be aware of scam artists who may be targeting them.

Several customers have reported receiving calls stating that if payment is not made immediately, their electric service will be terminated the same day. The callers are also directing customers to purchase “pre-paid” type credit cards to pay off the alleged amount.

Additionally, some customers have reported individuals, posing as utility workers, knocking on their doors claiming to be “from the power company” then attempting to gain access to the home. In these instances, the criminals often work in pairs, with one person distracting the customer while the accomplice steals money and/or valuables in another part of the residence.

“We want the community to be aware that, unfortunately, scam artists are out there, and they may be targeting Duquesne Light customers,” said Jane Cuff, director of Customer Contact. “We urge our customers to take suitable precautions to protect themselves from becoming a victim of these scams.”

Following are some of the precautions customers may take to guard against scam artists.

Avoiding Phone Scams

- Duquesne Light does not call customers on the day of a scheduled termination for non-payment.
- Duquesne Light does not ask customers to purchase any type of pre-paid cards.
- Never provide credit card or other payment information if unsure if the caller is legitimate.
- Customers unsure if any caller claiming to be from Duquesne Light is legitimate may call 1-888-393-7100 to verify.
- Customers suspecting they may have been targeted by scam artists should contact Duquesne Light **and** their local police.

Avoiding Door-to-Door Scams

- The vast majority of Duquesne Light’s work is external. In those rare instances when an employee may need to enter a customer’s home, it would be scheduled in advance.
- Duquesne Light employees wear company ID badges and generally drive vehicles marked with a company logo. Always ask to see the company ID of individuals claiming to be from Duquesne Light.

- Customers who are unsure if someone is actually a Duquesne Light employee should ask the individual to wait outside, then call Duquesne Light at 1-888-393-7100 to verify.
- Customers may inform the individual that it is an inconvenient time, and that they will call Duquesne Light to reschedule the appointment.
- Customers suspecting a scam should not allow the individual to enter their homes. Instead, they should notify Duquesne Light by calling 1-888-393-7100 **and** call their local police.

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About Duquesne Light Company

Duquesne Light Company is a leader in the transmission and distribution of electric energy, offering superior customer service and reliability to more than half a million customers in southwestern Pennsylvania.