

Duquesne Light Company Restores Service to More Than 150,000 Customers

After Destructive Weather

325,000 lost power at storm's peak; 400 personnel from neighboring utility contractors to assist in restoration efforts

PITTSBURGH — [Duquesne Light Company](#) (DLC) is continuing to work around the clock to assess damage and restore electric service to more than 150,000 customers in Allegheny and Beaver counties who remain without power after an extraordinary storm passed through the region on Tuesday evening. At the storm's peak, about 325,000 customers — more than half of DLC's service territory — were without power, making this the most unprecedented storm event in the company's history. Since the onset of the storm, DLC has restored over 50% of the customers that were impacted in less than 24 hours.

Due to the extensive damage and outages, DLC is taking an "all hands on deck" approach and is also bringing in around 400 personnel from neighboring utility contractors to aid in restoration efforts.

Wind gusts nearing 80 mph caused significant damage across the region — including downed trees and broken utility poles — and caused more than 20,000 separate hazard reports. Given the severity of the destruction, some customers may be out of service for approximately 5-7 days, but many will be restored sooner.

Safety remains DLC's top priority. The company continues to urge customers to stay away from downed wires, broken poles and other safety hazards. No one should approach a downed wire or any objects that are around or touching a wire, including puddles. The public should also give ample space to lineworkers and troubleshooters and report downed wires or other hazardous situations to DLC's emergency number at 888-393-7000.

Safety Reminders and Resources

- Call **9-1-1** for any emergency medical issues.
- Avoid opening the refrigerator and freezer to help preserve food.
- Use flashlights or battery-operated lanterns for emergency lighting. Avoid using candles or other potential fire hazards.
- Keep generators far from buildings. Refrain from operating them in confined spaces, including garages.

- Check on elderly and vulnerable family members, friends and neighbors who might need additional assistance.
- **Need to charge your phone?** Visit an [Allegheny County Recreation Center](#). The following locations have expanded their hours of operation:
 - Ammon – 9 a.m.-9 p.m.; Brookline – 9 a.m.-8 p.m.; Jefferson – 9 a.m.-8 p.m.; Magee – 10 a.m.-8 p.m.; Paulson – 10 a.m.-7 p.m.; Ormsby – Noon-8 p.m.; Warrington – 9 a.m.-7 p.m.; and West Penn – 9 a.m.-8 p.m.

[Learn more](#) about safety tips and how DLC responds to weather-related outages.

Restoration Process

When the extent of weather damage is widespread, DLC prioritizes restoration in this order:

1. Public safety hazards
2. Public health and safety facilities (critical customers)
3. Major circuits
4. Small neighborhoods/individual homes

[Learn more](#) about the company's restoration priorities.

Report Outages

Due to the enormous scope of the storm's impact, and to help the teams supporting DLC's phone lines prioritize emergency situations, please report outages online by following these steps:

1. [Log in to your DLC account](#) with your username and password.
2. Select "Outages & Safety" from the Main Menu.
3. Select "Report an Outage."
4. Review the entries in the form and select "Submit."

For real-time outage updates, visit DuquesneLight.com/outages.

Avoid Scams

Be aware of bad actors who attempt to take advantage of difficult situations by portraying themselves as DLC employees or spreading misinformation. To stay safe:

- In the moment, don't trust your caller ID. If you are unsure, hang up and call DLC at 888-393-7100 to verify the call. If you feel unsafe, call 9-1-1 immediately.
- After the incident, report it to DLC by [submitting a report online](#) and also reporting it to your local police.

[Learn more](#) about how to avoid scams.

Customers can also follow DLC on X ([@DuquesneLight](#)) and Facebook ([@DuquesneLight](#)) for storm-related updates.