



www.alleghenypower.com

For questions or service, call **1-800-Allegheny** (1-800-255-3443)

Lighting for Less

The holidays are here, and it's time to brighten up the neighborhood. Whether you have a modest display or one that lights up the sky, there are ways to cut your energy consumption, be safe while doing it and be one of the brightest bulbs on the block.

- ❄️ Use a timer to keep your display from shining throughout the night. Keeping the lights on for just five hours can reduce energy usage by about 50 percent compared to keeping them on overnight.
- ❄️ Inspect cords and lights for damaged wires or sockets before plugging them in.
- ❄️ Use LED lights. They can cut electricity use by up to 98 percent and can last for up to 10 years.
- ❄️ Use outlets protected by ground fault circuit interrupters for all outdoor lights and decorations.



Safety Tip

Safety in Space Heating

Space heaters can be a viable supplemental heating source, but they can also be a safety hazard if used improperly. If you plan on using a space heater, follow these safety tips:

- ❄️ Look for the Underwriters Laboratories (UL) Mark—a highly recognized symbol of safety.
- ❄️ Keep heaters away from combustible materials such as curtains or clothing.
- ❄️ Do not use extension cords. Plug the heater directly into the wall.
- ❄️ Never run cords under rugs or carpets as the cord can overheat and catch fire.

Stay warm and safe this winter by using your space heater **wisely.**





To Catch a Thief



Copper thefts from Allegheny Power facilities have increased dramatically over the past few years. This crime is extremely dangerous and it can pose serious problems for our employees and our customers.

Thieves risk their lives and many have been electrocuted while trying to steal copper. Stealing copper from substations or utility poles can cause massive power outages as well as thousands of dollars worth of damage. These damages can result in higher costs to you.

We're asking for your help in reporting this crime. Allegheny Power is offering up to \$1,000 for information leading to the arrest and conviction of copper thieves. If you have any information regarding this serious crime, please call us at 1-800-255-3443.

Windy Restoration

Hurricane Ike was the 5th worst storm in the company's history. Although our weather service initially predicted winds with 35 mph gusts, the storm assaulted the area with sustained winds in excess of 60 mph and gusts of more than 80 mph.

During the restoration process, 519 personnel worked to restore power to over 160,000 customers. Our linemen worked 16-hour shifts until all of our customers had power. Adding to the problem were the significant outages of our neighboring utilities, which made it impossible for them to assist us.

Our rural service territory often requires us to scout miles of line in wooded areas in order to locate broken poles and lines. Many times there are numerous problems that need to be repaired before the lines can be energized.

Allegheny understands the importance of reliable service and the inconvenience that power outages cause. That is why we do everything in our power to ensure that we are prepared for outages before they occur. Above all else, the safety of our customers and employees is a top priority. We will continue to look for ways to improve our reliability to continue providing you with outstanding service.



CALL US...

For electrical emergencies and outages, call us at 1-800-Allegheny (1-800-255-3443) 24 hours a day. With our new **Interactive Voice Response System**, to report an outage, simply say "power outage." For all electrical emergencies, say "hazard." For business and account calls, please call between 7 a.m. and 6 p.m. Monday through Friday.