To All Our Allegheny Power Customers:

You have spoken and we have heard your concerns and those of the legislators and the Public Service Commission regarding the implementation of our *Compact Fluorescent Light Bulb (CFL) Program*, which includes the distribution of the energy efficient light bulbs. We acknowledge that we have caused a great deal of concern and confusion, and should have done a better job of clearly informing you, our customers, about the cost of the program. ***For this, Allegheny Power accepts full responsibility for any confusion and delivery issues. We are truly sorry and offer you our sincere apologies.***

In an effort to address your concerns, Allegheny Power met with the Maryland Public Service Commission on January 16 and offered these steps with which the Commission agreed:

- Stop the *Energy Conservation Surcharge* for the CFL Program as of January 16
- Refund or credit all *Energy Conservation Surcharge* monies collected since the surcharge began on October 3, 2007
- Suspend the distribution of the bulbs, and once the Commission approves our plan, get bulbs to all customers who want them and did not receive them
- Work with the Public Service Commission, the Maryland Energy Administration, and other interested state and local agencies and groups on developing a compact fluorescent disposal plan. In the meantime, you can dispose of CFLs in your normal household trash, according to Maryland Department of the Environment and U.S. Environmental Protection Agency guidelines
- Further inform our customers of these actions in bill inserts

We encourage you to use the bulbs. Compact fluorescent light bulbs (CFLs) have revolutionized lighting—they use about 75 percent less energy than standard incandescent bulbs and last up to 10 times longer. We are hopeful that the two CFLs* will encourage people to adopt a more energy efficient lifestyle. Together, the two bulbs can save you about $1 per month over the life expectancy of the bulbs.**

If you haven't received the bulbs and would like a set, please contact the Customer Service Center at the toll-free number below by April 30, 2008. The bulbs will be sent to you free of charge.

If you don't want the bulbs you already have received, please consider donating them to a friend, neighbor or charity.

Allegheny remains committed to providing our customers with important information and services for making informed energy-related decisions so they can save energy and money, while making Maryland a cleaner, greener place to live.

Please contact Allegheny's Customer Service Center at 1-800-255-3443 with any questions.

David E. Flitman
President
Allegheny Power

Allegheny Power

** The bulbs come with a Limited Warranty. Based on reasonable usage consistent with package directions, if a bulb does not last two years from the date it was received, send the bulb to: Niagara Conservation, 45 Horsehill Road, Cedar Knolls, NJ 07927 for a replacement. The warranty on the box states that the sales receipt is needed, since you don't have a receipt, none is required. Please state that the bulb was received through Allegheny Power's Maryland CFL Program.*

***The Earth Bright bulb has an expected life of 10,000 hours or 9 years, based on 3 hours average usage per day.*