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FOR IMMEDIATE RELEASE

Allegheny Power ranks among the top in customer satisfaction

(Greensburg, Pa., July 20, 2000)-- Residential customers have rated Allegheny Power one of the top providers of electricity in the eastern United States and 19th nationally, according to the 2000 Electric Utility Residential Customer Satisfaction Study conducted by J.D. Power and Associates and Navigant Consulting, Inc. Allegheny Power, the energy delivery business of Allegheny Energy Inc., (NYSE: AYE), provides electricity and natural gas to 1.4 million customers in parts of Maryland, Ohio, Pennsylvania, Virginia, and West Virginia.

The 2000 Electric Utility Residential Customer Satisfaction Study is based on telephone interviews from 26,000 residential consumers throughout the United States. According to the study, customer satisfaction is based on provider's image, price and value, power quality and reliability, billing, and customer service.

"The results of the J.D. Power Study affirm that Allegheny Power is committed to customer satisfaction," said Jay S. Pifer, President of Allegheny Power. "Our employees are serious about providing quality customer service, and this year's results prove their hard work is setting standards that our customers expect and deserve. The goal of achieving high levels in customer service is one of our core values, and our employees take pride in this achievement.

"Allegheny Power recognizes that customer satisfaction is critical to our success and defines us a leader in today's competitive environment. Residential customers have distinct needs, and our process management teams analyze this and other customer satisfaction research to continuously improve our work practices. Listening to our customers is key to making Allegheny Power a leader, and we believe this independent study by J.D. Power and Associates and Navigant Consulting, Inc., indicates we are hearing what they say."

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In a report released earlier this year, the J.D. Power Midsize Business Study ranked Allegheny second in the East and ninth nationally.

Navigant Consulting, Inc., based in Chicago is a global management-consulting firm that provides strategic, financial, management and expert services to Fortune 100 companies, government agencies and legal counsels, as well as regulated and network industries.

Headquartered in Agoura Hills, Calif., J.D. Power and Associates is a global marketing information services firm operating in key business sectors including market research, forecasting and customer satisfaction.

Allegheny Power, an Allegheny Energy company, delivers low-cost energy to three million people in parts of Maryland, Ohio, Pennsylvania, Virginia, and West Virginia. For more information about Allegheny, visit our web site at www.alleghenypower.com.

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