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FOR IMMEDIATE RELEASE

Allegheny Power ranks among the nation's leaders in customer satisfaction

Greensburg, Pa., June 4, 2001 – Allegheny Power ranked among the top-rated electric utilities in the nation in the American Customer Satisfaction Index (ACSI), an independent study of residential customers produced by the National Quality Research Center at the University of Michigan's Business School.

In its inaugural appearance in the ACSI study, which ranked the 30 largest investor-owned gas and electric companies in the nation on various attributes of customer satisfaction, Allegheny Power tied for second place, just one point out of first place.

Despite a decline in customer satisfaction with utilities overall, Allegheny Power's customers continue to be very pleased with the service the company provides.

“Our customers have always been the focus of our operations. We devote a lot of attention to what our customers think of us, and we work very hard to continually improve our operations and our level of customer service,” says Jay S. Pifer, President of Allegheny Power. “We regularly survey customers on issues of reliability, courtesy, responsiveness, service, and price and use the information we gather to implement technology and work practices to provide exceptional service and value. As the ACSI study indicated, reliable service and reasonable prices relate to high customer satisfaction, and we believe these are strong Allegheny Power attributes.”

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

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