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FOR IMMEDIATE RELEASE

Allegheny Power Launches New Services for Residential Customers

Greensburg, Pa., August 20, 2001--Allegheny Power is launching two new services for residential customers through its Allegheny Home Advantage line—the Home Comfort and Water Heater Inspection program and the Appliance Protection Plan. The programs will initially be offered to customers in southeastern West Virginia, and in Fayette, Franklin, and Fulton counties in Pennsylvania.

“Safety, convenience, efficiency, and peace of mind are important to customers and these new services meet those needs,” stated Ronald A. Magnuson, Vice President of Customer Affairs for Allegheny Power. “Our customers can now choose a company that they know well to inspect and maintain their appliances and heating systems and to ensure that they are safe and energy efficient. Offering new products and services to our customers gives them new choices, and it is another example of how Allegheny Power is creatively meeting the needs of the energy marketplace.”

For a nominal fee, the Home Comfort and Water Heater Inspection program calls for a trained expert to inspect a customer’s furnace, air conditioner, heat pump, and water heater to detect hazardous situations. In addition, customers receive tips on how to safely maintain their appliances and how to recognize and respond to dangerous situations or malfunctions.

The Appliance Protection Plan covers most of the parts and labor costs for repairs of home equipment. The Plan is offered in two packages: the Basic Plan for the water heater, furnace, air conditioner, or heat pump repairs; and the Pipes and Wires Plan for wiring and gas plumbing within the home. Allegheny Home Advantage maintains a 24-hour customer service line and offers around the clock emergency service.

Allegheny Home Advantage products and services are designed specifically for Allegheny Power residential customers. Other services include private tree care and surge suppression. For more information on the Home Comfort and Appliance Protection programs, customers can call 1-888-569-6914, 24 hours a day to speak to a customer service representative or to schedule an appointment or they can visit www.alleghenypower.com.

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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