



## NEWS RELEASE

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### **FOR IMMEDIATE RELEASE**

#### **Allegheny Power receives high marks in customer satisfaction**

**(Greensburg, Pa., August 5, 2002)** -- Residential customers, for the fourth consecutive year, have rated Allegheny Power one of the top providers of electricity in the eastern United States. Allegheny Power ranked 2<sup>nd</sup> in the east and 16<sup>th</sup> nationally, according to the 2002 Electric Utility Residential Customer Satisfaction Study conducted by J.D. Power and Associates. Allegheny Power, the energy delivery business of Allegheny Energy Inc., (NYSE: AYE), provides electricity and natural gas to 1.7 million customers in parts of Maryland, Ohio, Pennsylvania, Virginia, and West Virginia.

The 2002 Electric Utility Residential Customer Satisfaction Study is based on telephone interviews from 23,000 residential consumers throughout the United States. According to the study, customer satisfaction is based on company image; power quality and reliability; billing and payment; and price and value.

“Allegheny Power is extremely pleased to consistently rank among the national leaders in customer satisfaction,” said Jay S. Pifer, President of Allegheny Power. “Throughout our company, employees are committed to providing quality customer service and they are continually exploring ways to improve and set higher standards to meet the changing needs of our customers. This study will provide valuable data on what our customers are saying about our industry and our company.”

“Allegheny Power is dedicated to being a leading energy delivery company and, in today’s competitive environment, achieving customer satisfaction defines us as a leader. With 1.7 million residential customers, listening to what they say and responding is vital to our success. The results of this independent study by J.D. Power and Associates are encouraging and they indicate that we are serious about customer service.”

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm’s quality and satisfaction measurements are based on responses from millions of consumers annually. Media e-mail contact: [michael.greywitt@jdpa.com](mailto:michael.greywitt@jdpa.com) or [john.tews@jdpa.com](mailto:john.tews@jdpa.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](http://www.alleghenypower.com).

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