



NEWS RELEASE

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FOR IMMEDIATE RELEASE

Allegheny Power tops national customer satisfaction index

Greensburg, Pa., May 22, 2002 – Allegheny Power ranked as the national leader among the top-rated gas and electric utilities 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 second appearance in the ACSI study, which ranked the 28 largest investor-owned gas and electric companies in the nation on various attributes of customer satisfaction, Allegheny Power tied for first place and achieved a 1.3 percent increase in its score, compared to the 2001 survey. The national average score for energy utilities in this year’s report is 73; Allegheny Power scored 80.

“Our customers come first and we believe customer satisfaction is a defining characteristic of Allegheny Power,” said Jay S. Pifer, President of Allegheny Power. “Our dedicated employees work very hard to listen to our customers and, based on what they hear, improve our operations. Allegheny Power regularly surveys its customers on issues of performance and customer service and we use the information along with data from independent studies, like ACSI, to guide our business. We believe this independent study validates that we are meeting the changing needs of our customers.

Throughout the company, Allegheny’s employees are committed to providing quality customer service. Every day, they work to ensure reliable service, fulfill service requests, and if storms or other emergencies occur, they respond in all types of weather to restore service as quickly as possible. Allegheny Power is dedicated to being a leading energy delivery business and, in today’s competitive environment, achieving customer satisfaction defines us as a leader.”

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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