

Pay Your Bill Online Troubleshooting Guide

Problem	Possible Causes	Suggested Solutions
I need a copy of my old bill in order to register for My Account.	Former paperless ebill customer	A paper bill was mailed to you in March -- even former paperless customers -- if you had not yet signed up for My Account.
I get an error message when I try to sign on to My Account.	<p>1) My Account online billing not available</p> <p>2) If you have more than one internet browser session open, you may have a conflict with another program.</p> <p>3) Your browser may not be compatible with My Account.</p> <p>The version of your browser may not be compatible with My Account.</p>	<p>1) My Account may be temporarily unavailable due to system maintenance, please try again later in the day.</p> <p>2) Close all of your open Internet browser sessions. Once all of your sessions are closed, open a new session and try to log on to My Account again.</p> <p>3) My Account works best with Internet Explorer and Firefox. The site was developed for use with Opera, Safari, Netscape and Chrome, but we are finding that customers who use these browsers are experiencing problems navigating the site. See below for more browser help.</p>
I am having trouble with my password.	<p>Password is case sensitive</p> <p>Password is incorrect</p>	<p>Passwords are case sensitive. Try entering your password in the proper case to see if that resolves your problem. If you still need to reset your password, enter your username and then on the page that displays your security image, click on the link that reads "click here" under the line that reads "Forgot Your Password" and follow the prompts to answer one of your security questions. If you cannot remember any of your answers, call Pepco customer service at 202-833-7500.</p>
I need to reset my password.	Can't remember password	You will need to enter your username and then on the page that displays your security image, click on the link that reads "click

		here” under the line that reads “Forgot Your Password” and follow the prompts to answer one of your security questions. If you cannot remember any of your answers, call Pepco customer service at 202-833-7500.
I am able to log in to My Account but when I click on Pay Your Bill, I receive an error message.	<p>1) My Account online billing not available</p> <p>2) If you have more than one internet browser session open. you may have a conflict with another program.</p> <p>3) Cookies interfere with site</p>	<p>1) The online billing program may be temporarily unavailable due to system maintenance, please try again later in the day.</p> <p>2) Close all of your open Internet browser sessions. Once all of your sessions are closed, open a new session and try to log on to My Account again.</p> <p>3) As a last resort, clear your internet history and cookies. To do so, go to your browser (such as Explorer) and click on Tools in the top menu, click Internet Options, click Delete Cookies and click Delete History. Then close and re-launch your browser. Please note: Clearing your cookies and internet history may affect how you interact with other Web sites.</p>
When I try to sign up for My Account and insert my Pepco account number, the system tells me that this user already exists.	You signed up for My Account at an earlier date and already have a username and password.	Call Customer Service at 202-833-7500.
I have tried everything and still can't pay my bill online. How can I contact Pepco customer service?	<p>Call Pepco at 202-833-7500. To avoid a long hold time, follow these steps:</p> <ol style="list-style-type: none"> 1. After the initial recorded message, a prompt will ask you to say why you are calling. Answer: “Online billing.” 2. Now a recorded voice will say you are being connected with a customer service rep and will give you a current hold time. If you would like to receive a callback instead of waiting, press 1. If you select this option, you will keep your place in line and will receive a callback within the allotted timeframe. 	

Additional Browser Help

My Account works best when using browsers Internet Explorer and Firefox. Although, the site also was developed for use with Opera, Safari, Netscape and Chrome, some customers who use these browsers are not able to complete transactions or experience all of the features of My Account. Feature availability depends on the version of the browser you are using.

We recommend that you use Internet Explore or Firefox; Mac users should use Firefox. These browsers may be downloaded using the links below. We apologize for the inconvenience as we work to improve the site.

To download Internet Explore or Firefox please use the following links:

[Download or update Mozilla or Firefox \(for Free\)](#)

[Download or update Internet Explorer \(for Free\)](#)