

Lines

MD



A PHH Company

Special Issue

If you need help paying your electric bill . . .

If you are experiencing difficulty paying your Pepco bill, we encourage you to call us and make payment arrangements. Pepco has a number of options that can make paying your electric bill easier and more convenient. Please call us at **(202) 833-7500** to help avoid the complications and inconvenience of a service disconnection. Our Customer Service Representatives are happy to work with you to address your special needs.

Payment Plans

When you call our Customer Service line at (202) 833-7500 you will reach our new, voice-activated system. When the menu offers transaction options, simply say "more choices." Then say, "programs and services," and you will be transferred to a service representative who will help identify the right payment plan for you.

Time Payment Arrangement Plan

Under this plan, customers experiencing temporary financial conditions that make it difficult to keep their accounts current can arrange to make installment payments on their current bill, as well as a portion of any overdue bill.

Average Payment Plan

Under this plan, your annual cost of electricity is estimated and divided into 12 equal monthly installments.

To qualify, your account must be current. Your account will be reviewed periodically and the averaged payment amount adjusted to reflect substantial changes you may have in your electricity usage. Two adjustments may be made during any plan year. The final installment amount may slightly increase or decrease to settle your balance.

Extended Payment Date Plan

This plan is available to you if your main source of income is Social Security, Aid To Families with Dependent Children or other government-sponsored, income-assistance programs. Sometimes monthly funds do not arrive in time to pay bills when they are due. Pepco's Extended Payment Date Plan permits qualified customers to extend the due date of your current electric bill to the 5th of each month to correspond with the normal mailing of government and income-assistance checks.

Programs for Special Needs

Third Party Notification

If you are ill, unable to manage your own business affairs, or plan to be away from home for an extended period of time, you may designate a relative, friend, member of the clergy, or other third party to act quickly and prevent disconnection of electric service on your behalf. The third party must agree to participate in this program, but is not obligated to pay the bill, nor does he or she have any legal responsibility; however, that person can arrange for payment of your bill or investigate the situation on your behalf.

Local Energy Assistance

The State of Maryland Office of Home Energy Programs offers qualified low-income households two sources of possible assistance for their electric service bills, the **Electric Universal Service Program (EUSP)** and the **Maryland Energy Assistance Program (MEAP)**.

Customers can apply for both of these programs, through a single application, by contacting the energy assistance agency located in the county in which they reside:

- Montgomery County Dept. of Health and Human Services
1301 Piccard Drive, Rockville: (240) 777-4450
- Prince George's County Dept. of Social Services
425 Brightseat Road, Landover: (301) 909-6300

Electric Universal Service Program (EUSP)

EUSP funds are available to electric customers/households that meet the low-income qualification established by the State of Maryland. The program can help eligible customers by providing assistance payments that can be used toward electric bills and by providing weatherization assistance to improve energy efficiency in the home.

Customers who qualify for EUSP assistance are automatically placed in the **Utility Service Protection Program (USPP)**. This beneficial program reduces the monthly payment requirement to maintain electric service and helps protect against service disconnections. The EUSP program runs from July 1 to May 31 each year. The earlier you apply, the sooner you can begin reducing your average monthly payment.

Maryland Energy Assistance Program (MEAP)

MEAP makes direct payments on utility or fuel supplier accounts to help reduce the cost of winter heating. This program runs from November 1 to March 31.

Washington Area Fuel Fund (WAFF)

The Washington Area Fuel Fund, operated by the Salvation Army from January through April, helps qualified customers pay their heating bills. For more details, contact the Salvation Army in your county.

- Montgomery County: (301) 515-5354
- Prince George's County: (301) 277-6103

Bill Payment Options

To arrange payment by phone using your checking account, call our voice-activated system at (202) 833-7500 and say “billing.” After your account information is verified, say “pay by phone” to complete the transaction. To speed service, please have your checking account and check routing numbers available when you call. This service is free.

Pepco offers a number of convenient ways to pay your electric bill. View and pay your bill at www.pepco.com with Pepco’s Online Bill Pay anytime and anywhere you have Internet access, with no added service charge. Sign up for Pre-Authorized Transfer (PAT) and have your bill automatically paid from your checking account. You also can pay your bill using a credit card, debit card or electronic check by calling BillMatrix anytime at 1-800-960-1242. Or, visit any America’s Cash Express (ACE) store, Western Union or Global Express location where cash, checks and money orders are accepted. When using these services have your Pepco bill and method of payment handy. BillMatrix, Global Express and ACE charge a fee for their services. Don’t forget to check with your bank or credit union and ask about their “bill payer” services.

Finally, look for the new self-serve payment kiosks at our customer service centers. The downtown Washington center is open 8:30 a.m. - 5:15 p.m.; Forestville from 7 a.m. - 7 p.m.; and Rockville is open from 9 a.m. - 5 p.m. The service is free.

For More Information

For questions regarding billing and payment arrangements, please call us at (202) 833-7500, between 7 a.m. and 8 p.m., Monday through Friday.



A PH Company

701 Ninth Street, N.W.
Washington, DC 20068
www.pepco.com



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Customer Service: (202) 833-7500

TTY Telephone Number for Hearing Impaired: **(202) 872-2369**

Servicio en Español: **(202) 872-4641**