



Important Phone Numbers

Customer Service Center/Account Information

(202) 833-7500

Servicio en Español

(202) 872-4641

Toll-Free Number

1-800-424-8028

Hours: 7 a.m. – 8 p.m., Monday-Friday

Power Outages

1-877-PEPCO 62 (1-877-737-2662) anytime

Life Threatening/Wire Down Emergencies

(202) 872-3432 anytime

TTY

(202) 872-2369

District One Call Center

Call 8-1-1 before you dig

At Your Service

2009-2010



Information for our Customers in Washington, D.C.

Outages: 1-877-PEPCO-62 (1-877-737-2662)

Customer Service Line: (202) 833-7500

pepco.com



Your life. Plugged in.™

701 Ninth Street, N.W.
Washington, D.C. 20068

(202) 833-7500



195-06-09/DC



Your life. Plugged in.™

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Pepco Is “At Your Service”

It’s Pepco’s mission to provide you with reliable electric service at a reasonable price. For your convenience, we provide this booklet as a reference to the guidelines and policies that govern your account.

“At Your Service” pertains only to Pepco’s regulated electric services. The information in this booklet does not apply to services provided by alternative electric suppliers.

Customer Choice

The District of Columbia allows consumers to choose their electricity supplier. With “Customer Choice,” the generation and transmission portions of your service are now available from licensed electricity suppliers, while Pepco continues to be the local company that distributes your electricity under regulated rates. You have the option to continue receiving all services - generation, transmission and distribution - from Pepco at regulated rates. This is called Standard Offer Service (SOS).

Customers with a new Pepco account will receive SOS from Pepco for at least one billing period, after which time customers have the option of choosing an alternative supplier of generation and transmission services.

“At Your Service” is prepared in accordance with District of Columbia Public Service Commission regulations. Pepco’s tariffs and copies of the Commission’s regulations are available for inspection at all Pepco offices and at the Commission’s office. Pepco tariffs also are available online at pepco.com, click on “Choices & Rates.”

Customer Service—Contact Us

On the Web

Our Web address is pepco.com.

By Phone

You can call Pepco at (202) 833-7500, 7 a.m. to 8 p.m., Monday-Friday, with questions about your account or for information about our services and programs.

Reporting Outages

Call 1-877-PEPCO-62 (1-877-737-2662) anytime to quickly and easily report outages. Our automated system is designed to speed the restoration process. Our system works by matching your phone number to your account. You can update your phone number anytime by calling the Telephone Update Line at (202) 835-1007. Please have your Pepco account number (located on your bill) handy when using the Telephone Update Line. If you report an outage from a different phone number, you will be asked to provide additional information such as your address or account number.

Wires Down

Call (202) 872-3432 or TTY (202) 872-2369 anytime.

En caso de emergencia con peligro de vida, llame al (202) 872-4641.

Multi-Language Service

Pepco's representatives can assist customers in 140 languages. All non-English speaking customers can call Pepco at (202) 833-7500. Spanish-speaking customers should call (202) 872-4641.

Servicios Multilingües

Los representantes de Pepco pueden asistir a los clientes en 140 idiomas. Todos los clientes que no hablan inglés pueden llamar Pepco al (202) 833-7500 y al (202) 872-4641 para las personas que hablan español. Para otros servicios, vea la lista de números de teléfonos en la contra portada.

By Mail

If you prefer to write, please address all correspondence to:

Pepco
Customer Correspondence, 7th Floor
701 Ninth Street, N.W.
Washington, D.C. 20068-0001

Remember to include your account number, service address, daytime and home phone numbers with your letter.

In Person

Pepco's Customer Service Centers in the District are open Monday through Friday at the following locations and times:

Washington, D.C.

701 Ninth Street, N.W.*8:30 a.m. - 5:15 p.m.
2806 Martin Luther King, Jr. Ave., S.E.9 a.m. - 5 p.m.

The following are locations of Customer Service Centers in Maryland. Please check for operating hours.

Maryland

8300 Old Marlboro Pike*
Forestville, Md
Cashier's windowM,W,F: 10 a.m. - 2 p.m.
Business officeM-F: 10 a.m. - 2 p.m.

201 West Gude Drive*
Rockville, Md.M-F: 10 a.m. - 2 p.m.

* These locations have after-hours deposit boxes for the payment of bills.

Your Electric Service

How to Begin Electric Service

You can request electric service from Pepco on the Web, by phone, in writing or in person. As many as three individuals can be listed on the account.

Security Deposits

A security deposit may be required to start your electric service if you have an outstanding bill for prior service, if your service has been disconnected for nonpayment, if there has been a history of repeated delinquent payments, if your service has been disconnected due to interference with electric service or if service is for non-residential use.

A current customer may be required to pay a deposit if there has been interference with electric service, if service has been disconnected, or if there has been a history of delinquency.

If we require a deposit from a residential customer, it will not exceed \$100 or twice the estimated maximum monthly bill in the last 12 months, whichever is less. The minimum deposit is \$5. Deposits of \$35 or more can be paid in a minimum of three equal monthly installments. Upon discontinuance of service, the deposit, with accrued interest, will be credited to any outstanding bill and any remaining balance will be returned to you. Interest on deposits is equal to the average of the percentage yields of one-year Treasury constant maturities for September, October and November of the previous year. The rate will change annually on January 15.

Pepco may accept a written guarantee of payment, instead of a cash deposit, from a responsible third party. Call Pepco at (202) 833-7500 for further information.

How to Discontinue Service

To transfer or terminate service for any reason, please notify Pepco at least three business days in advance on the Web, by phone, by mail or in person. **The three business days' notice is important because you are responsible for - and will be billed for - all service at your present address until you notify us.** If no new party is moving in, the service may be disconnected. If you use an alternate supplier, you're welcome to contact Pepco and we will notify the supplier that the account is closed.

When closing your account, Pepco can estimate your final meter reading, you can request an actual reading, or you can provide a customer reading (see page 7 on how to read a meter).

If you read the meter yourself, you may:

- 1) call in your results to our Read-A-Meter line, (202) 872-3377. At the prompts, leave your name, address, account number and the meter reading; or
- 2) call (202) 833-7500 and request an On/Off postcard. Record the reading on the postcard and return it to us in enough time for us to receive it within three days after you move in or out.

Closed accounts that remain unpaid after the due date will be referred for collection. In addition, future requests for service will be delayed until all amounts due are paid in full and deposit requirements have been satisfied.

Your Electric Meter

Your electric meter measures how much electricity you use. The meter is scheduled to be read once a month, and your bill is based on monthly meter readings.

We routinely test meters for accuracy according to District of Columbia Public Service Commission regulations. Meters normally maintain their accuracy for about 35 years and, of the thousands tested each year, less than 1 percent are found to be defective. The majority of these run too slowly, meaning the customer is billed for less electricity than is used. Customers may request a meter accuracy test at no charge every 12 months.

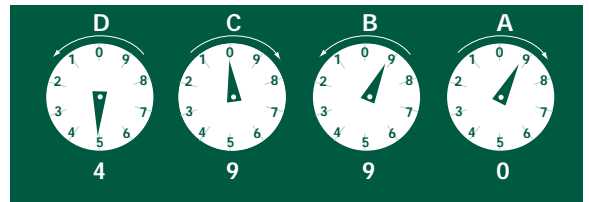
Meter Access

The customer is responsible for providing Pepco access to their meter in order to read it, test it, disconnect it, remove and/or replace it. Customers must make certain that there is a minimum of 48 inches of clearance around the meter box. No permanent obstructions - such as trees, bushes, or walls - may be placed in front of the meter. If reasonable access is not provided, service can be disconnected until access is provided. Also, applicable reconnection fees and other outstanding charges must be satisfied.

Meter Readings

We schedule your meter to be read at approximately the same time each month. However, if our meter reader cannot obtain access to the meter, a meter-reading postcard may be left for you to complete. Your bill states the type of meter reading used to bill the account. If a customer reading is not received, your bill will be estimated.

If a postcard is left at your home, please record the meter reading on the postcard and call in the reading to Pepco's recorded Read-A-Meter line, (202) 872-3377. You may request a supply of postcards by calling (202) 833-7500.



How to Read Your Meter

To read your electric meter, look at each dial from **right to left**, as you face the meter. Note that alternate dials move in opposite directions. This is important for accuracy.

Look at the example above. Start with dial A on the right and read to dial D on the left. If a pointer is clearly between numbers, record the smaller number. If however, the pointer is between 9 and 0, record 9. If a pointer is close to or exactly on a number, look at the dial to the right. If the pointer on that dial has not reached zero, record the smaller number. In the example shown, the pointer on dial C has not reached zero, so the reading for dial D is 4, not 5.

Some customers have time-of-use meters with dials and digital displays. Other customers may have electronic meters with digital displays only. For more information about these meters, call (202) 833-7500.

Estimated Readings

If a Pepco meter reader is unable to access a customer's meter, or the meter-reading is not received in time, we will estimate your bill. We also may estimate your bill if the meter reading is significantly higher or lower than your normal use (indicating the possibility of an error in the reading).

Billing Information and Procedures

The service period for normal monthly billing varies from 25 to 35 days. For residential customers, initial bills may cover service periods that can vary from 16 to 45 days. Commercial customers may receive initial bills for service periods less than 16 days.

Understanding Your Bill

There are three major components that make up your electric bill:

- generation (producing electricity)
- transmission (sending electricity over long distances)
- distribution (distributing electricity)

Also included are government charges (taxes and surcharges imposed by the government and regulators).

How Pepco Calculates Your Bill

To calculate your electric bill, Pepco:

- determines how many kilowatt-hours of electricity were used during the service period covered by the bill,
- multiplies the number of kilowatt-hours used by the rate per kilowatt-hour,
- multiplies the number of kilowatt-hours used by the Delivery Tax and the Public Space Occupancy Surcharge,
- multiplies the number of kilowatt-hours used by the Generation Procurement Credit
- multiplies the number of kilowatt-hours used by the rate for the Energy Assistance Trust Fund,
- multiplies the number of kilowatt-hours used by the rate for the Sustainable Energy Trust Fund, and
- adds the customer charge, which includes fixed charges for the meter, reading the meter, and bill preparation.

If you have any questions or concerns about how your bill was computed, you may contact us online, by phone, by mail, or in person. You can also view your bill online at pepco.com, click on "My Account". If you do not receive Standard Offer Service from Pepco, check with your energy supplier for questions about generation and transmission charges.

Understanding Your Electric Service Rates

Each kilowatt-hour charged to your Pepco bill is calculated based on the rate schedule that applies to your account. (A rate schedule is assigned to each account when service is first established.) Changes in usage, equipment or regulatory actions, however, may affect the rate schedule that is applied to your account. The customer is responsible for selecting and verifying the rate schedule and/or applicable riders.

Demand for electricity is higher during extreme winter or summer weather. Please note that increased electricity use drives up energy costs. Your billing indicates whether summer rates or winter (November-May) rates are in effect. Check the listings below to make sure you are being billed on the correct rate schedule.

Residential Rate Schedules for Electric Service (All customers can view their rates at pepco.com.)

*Residential Service**

R	Residential
AE	All Electric
R-TM (TOU)	Time Metered (Time of Use-TOU)
RAD	Residential Aid Discount
PCDC	PowerCentsDC

* Other services are available under the residential rate schedules. You may view Pepco's rates at pepco.com under "Choices & Rates" or obtain a copy by calling (202) 833-7500.

Master-Metered Apartments

If you are an owner, agent, lessor or manager of a condominium or master-metered apartment building consisting of three or more rental units where the electricity measured is predominantly for residential use, and you are not currently being billed under residential rates, you may be eligible to be billed under Residential Rate Schedule "R" or "AE" service. Call (202) 833-7500 for more information.

Paying Your Bill

On the Web

Access your electric bill and make payment online at pepco.com by clicking on "Pay Your Bill." You can choose to make a one-time payment or arrange for monthly direct debit from your bank account.

Direct Debit

This alternative to online direct debit also allows you to pay your electric bill automatically each month from your checking account. Call (202) 833-7500 for more information on this program or sign up online at pepco.com.

By Mail

Mail your payment to: Pepco, P.O. Box 4863, Trenton, NJ 08650-4863. You are encouraged to use the self-addressed envelope included in each month's bill. Please allow enough time for the payment to reach us by the payment date.

In Person

- **Pepco Customer Service Centers:** Pay in person during business hours or use our after-hours drop boxes (see page 3 for locations and times). Payments made after hours are processed the next business day.
- **ACE, Global Express, Western Union:** Visit any ACE, Global Express or Western Union location in the Washington Metropolitan area, where cash, checks and money orders are accepted. (Please note that some locations do not accept checks.) You must provide your Pepco bill or account number when paying. A fee is charged for these services. For a list of ACE, Global Express or Western Union locations, visit our Web site at pepco.com or call (202) 833-7500.

By Credit Card

MasterCard, ATM/debit cards under the Star Network, and electronic check payments are accepted over the phone by calling BillMatrix, Inc., at 1-800-960-1242. Have your Pepco account number and your payment

information handy. This service is available 24 hours, seven days a week. BillMatrix charges a fee for these services.

Payment Policies

Late Payment Charges

The payment date is the date we must receive payment, not the postmarked date, as your bill is for electricity already used. Bills are due when rendered and are payable within 20 days. If not paid by the overdue date shown on the bill, a 1 percent late charge will be added to your current bill. An additional 1.5 percent late payment charge will be added to the remaining unpaid balance each billing month thereafter. Repeated late payments will result in collection action and/or additional new deposits on your account.

Returned Checks

Pepco charges a \$5 service fee for returned checks. The first time a check is returned, the fee may be waived. If more than one check is returned in any 12-month period, Pepco will not accept another personal check. Pepco will require future payments to be made in cash, certified check or money order.

Electronic Funds Transfer

When you send a check as payment, we use information from your check to make an electronic funds transfer. Funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Special Payment Plans

Pepco offers several alternate payment plans. To enroll, call (202) 833-7500.

- **Budget Billing:** Under this plan, a residential customer's annual cost of electricity is estimated and divided into 12 equal monthly installments. *When 12 months of billing history are not available, the average is determined by the type of service, i.e. all electric, central air conditioning, etc.*

To qualify, the account must be current. The account is reviewed periodically and the average payment amount is adjusted to reflect substantial changes in use. Two adjustments may be made during the plan year. The final installment amount may slightly increase or decrease to settle your balance.

- **Extended Payment Date Plan:** This plan is for residential customers whose main source of total household income is from government or other entitlement programs, including Social Security, disability, VA benefits, pension and Aid to Families with Dependent Children. Since assistance income generally does not arrive until the first of each month, qualified customers with an electric bill due date before the 5th of the month will be granted an extension of their due date to the 5th of the month.
- **Deferred Payment Arrangement Plan:** Under this plan, customers experiencing temporary financial conditions that make it difficult to keep their accounts current may be eligible for installment payments on their current bill, as well as a portion of any unpaid balance.

Disconnection and Reconnection of Service

Reasons and Procedures for Disconnection of Service

For customers who work with us in good faith, Pepco can help you avoid having your service disconnected. If you are having trouble paying your bill, please let us know. We have several different payment plans to assist customers (see page 11).

The situations in which Pepco will disconnect your electric service **without notice and despite weather conditions** are:

- electrical safety hazards on the premises;
- use of customer equipment in such a manner that damages it or affects service to others;

- tampering with Pepco equipment;
- unauthorized use of service.

Pepco may disconnect service after **15 days' notice** in situations that include, but are not limited to, the following:

- falsifying information when applying for service;
- failure to allow us to access our equipment;
- nonpayment of a delinquent account;
- failure to complete a service application;
- failure to post a cash security deposit or guarantee of payment;
- failure to comply with the terms of a deferred payment plan.

Service Disconnection Procedures

If it becomes necessary to disconnect a customer's service, Pepco will send a final notice of disconnection to the customer at least 15 days before the scheduled date of disconnection. For information on settling billing disputes and filing appeals, see page 14. For energy assistance programs, see page 16.

Seasonal Disconnection Procedures

In certain circumstances, Pepco will postpone disconnection for nonpayment of a delinquent account, failure to pay a cash security deposit or guarantee, or failure to comply with terms of a deferred payment plan. In the winter, disconnection will be postponed when the **temperature** is forecasted to be 32 degrees Fahrenheit or below during the next 24 hours. Through October 26, 2009, service termination during the summer will be suspended on days when the forecast **heat index** exceeds 95 degrees Fahrenheit for a 24-hour period. Currently, this is only a temporary policy.

Medical Postponement Procedures (residential)

Disconnection may be postponed for 21 days if Pepco is provided with a physician's certificate or notice from a public health official stating that it would be detrimental to the health and safety of an occupant of the residence. In addition, the customer must enter into a deferred payment plan with Pepco.

A postponement of service disconnection for additional periods, not exceeding 21 days, may be made if the medical certificate is renewed **and** the customer successfully establishes a payment plan.

Temporary Disconnection

If you plan to do anything to your property, such as install aluminum siding or have an electrical contractor work on your main service, Pepco will disconnect and reconnect service, if given adequate notice to schedule a service call. There is a fee for this service.

Service Reconnection

To have service reconnected, customers must pay the amount of current and past-due bills in full, a reconnection fee of \$35 and any required deposit. Service will normally be reconnected within 24 hours once all requirements have been satisfied. For safety reasons, Pepco requires that a responsible adult be present when service is reconnected.

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 receive a copy of your disconnection notice.

The third party is not obligated to pay the bill, and has no legal responsibility. However, that person can arrange payment of your bill or investigate the situation on your behalf. The third party and the customer must submit written authorization to be included in this program.

Settling Billing Disputes

If you wish to dispute your bill or a service disconnection, call Pepco for a review of your concern.

In the course of a bill dispute, **a customer is required to pay the undisputed portion of that bill** for their electric service to continue. If Pepco's review determines that the bill is accurate, the customer must pay the full amount of any outstanding balance.

If it remains unpaid, electric service may be subject to disconnection.

Your Right to Appeal

You may file a complaint with the District of Columbia Public Service Commission at the following address:

Public Service Commission of the District of Columbia

1333 H Street, N.W. - Suite 200, West Tower

Washington, DC 20005

(202) 626-5100

9 a.m. - 5:30 p.m., Monday - Friday (except holidays)

www.dcpssc.org

Include the following information with a customer complaint to the Public Service Commission:

- customer name, address and account number;
- utility involved in the dispute;
- reason for the dispute;
- summary of the customer's efforts to resolve the dispute with the utility;
- copies of bills, correspondence or other documentation.

The Public Service Commission may dismiss the complaint if it determines that the customer failed to comply with its regulations and did not negotiate with Pepco in good faith. Regardless of dispute proceedings, the customer is fully responsible for all undisputed bills - past due, current or future - for service provided by Pepco.

If you have any problems, questions or complaints about your utility service that Pepco is otherwise unable to resolve, customers may also contact the Office of the People's Counsel for the District of Columbia, 1133 15th Street, N.W., Suite 500, Washington, D.C. 20005, (202) 727-3071, e-mail: ccceo@opc-dc.gov.

Energy Assistance Programs

Pepco representatives help customers find agencies in the District of Columbia that provide financial assistance to help pay energy bills.

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP provides financial assistance to qualified D.C. residents who meet certain income guidelines. It helps pay for your home's primary heating source, whether you heat your home electrically, or with gas, oil, coal, wood, kerosene or propane. Call the District Department of the Environment's Energy Office Hotline at 3-1-1 for more information.

Residential Aid Discount (RAD)

Pepco's RAD provides qualified District of Columbia customers with a discount on kilowatt-hours used each month. The discount varies depending on winter or summer usage.

To be eligible for RAD, D.C. customers must be certified by the District Department of the Environment's Energy Office (DDOE) as meeting eligibility requirements for the Low Income Home Energy Assistance Program (LIHEAP). Call 3-1-1. Customers also may apply at a Pepco business office (see page 3) or at the DDOE office, 2000 14th St., N.W., Washington, D.C., 20009.

Washington Area Fuel Fund (WAFF)

The Washington Area Fuel Fund helps qualified customers pay their heating bills. Customers can apply for this program by contacting the Salvation Army office at 1-888-318-WAFF. Customers can elect to assist low-income customers by contributing to WAFF through their monthly electric bill, monthly gas bill, or by sending a check to: WAFF, P.O. Box 1999, Washington, D.C. 20013.

Energy Assistance Trust Fund (EATF)

Administered by the District Department of the Environment's Energy Office, the Energy Assistance Trust Fund is an additional source of assistance for qualified low-income families and individuals.

District Department of the Environment's Energy Office

Call the District Department of the Environment's Energy Office at 3-1-1 for assistance with energy-related problems and emergencies.

Programs for Customers with Special Medical Circumstances

For customers relying on electricity to power life-support equipment, such as respirators or kidney dialysis machines, it is important to let us know by calling (202) 833-7500. *If the loss of electricity would jeopardize the life or safety of persons with special medical needs, it is the customer's or occupant's responsibility to provide backup systems or other alternatives for meeting those medical needs.*

Participants in this program must have current certification from a licensed physician verifying that a need exists. Once we receive this certification we will provide, to the best of our efforts, advance notice of any scheduled outages which might affect service. Advance notification allows customers time to make alternate power or housing arrangements. Program participants are not given priority by Pepco during storm restoration.

Please be advised that Pepco does not guarantee a constant supply of electricity and reserves the right to interrupt the supply without notice under emergency conditions and, at any time, for necessary repairs.

Safety

Call District One Call Center

Please call the District One Call Center (Miss Utility) at 8-1-1 at least 48 hours in advance of all digging or construction. This is a new phone number for this free service.

Candle Safety

Remember candles may cause fires so please use flashlights if your power is out.