



Important Phone Numbers

Customer Service Center/Account Information

(202) 833-7500

Servicio en Español

(202) 872-4641

Maryland 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

Call 8-1-1 before you dig

At Your Service

2010-2011



Maryland Customer Rights Pamphlet

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



188-07-10/pepMD



Your life. Plugged in.™

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“At Your Service” is prepared in accordance with the Code of Maryland Regulations (COMAR) 20.30.04. Volumes of COMAR are available for inspection at most public libraries and online at www.psc.state.md.us/psc. Pepco’s tariffs and copies of the Maryland Public Service 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.”

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.

Maryland Electric Choice

For many years Pepco was the sole electricity supplier for our Maryland customers. With the advent of Electric Choice in July 2000, the electricity market became competitive. Maryland customers now have the right to choose a licensed electricity supplier other than Pepco’s Standard Offer Service. Electric Choice allows you to shop and compare prices, which may save you money on your electric bill. Even if you choose a competitive supplier, Pepco will continue to deliver the electricity to you. The reliability of your service will not be affected by your choice.

Supply Price Information

To help you evaluate offers from suppliers, Pepco provides the current seasonal price of Standard Offer Service electricity, the price of Standard Offer Service electricity for the next season (when available), and a 12-month weighted average cost of Standard Offer Service electricity on an annual basis based on the seasonal prices. The supply price information is provided in cents per kilowatt-hour (kWh) that includes generation (supply) and transmission service. It does not include other parts of your electricity bill such as the cost to deliver electricity to your home (distribution), taxes and other charges that stay the same regardless of which company you choose as your supplier. When evaluating supply offers, you should know the price information for each potential supplier and the amount of electricity you use each month.

Suppliers are licensed by the Maryland Public Service Commission. Review suppliers’ materials before making any decisions. For more information, visit www.psc.state.md.us.

Customer Service—Contact Us

By E-mail

E-mail us at correspondence@pepco.com.

By Phone

Call Pepco at (202) 833-7500, between 7 a.m. and 8 p.m., Monday - Friday, with questions or for information about our programs.

Report Outages

Call 1-877-PEPCO-62 (1-877-737-2662) anytime to quickly and easily report outages. To facilitate automatic call backs with service updates, please register the telephone number of your service address by calling the Telephone Update Line at (202) 835-1007. Have your account number (located on your bill) handy.

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.

Service Reliability

Pepco retains information on service reliability factors - System Average Interruption Duration Index, System Average Interruption Frequency Index, and Customer Average Interruption Duration Index. If you would like information and statistics about service reliability, contact Customer Care at (202) 833-7500.

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

For your convenience, Pepco's Customer Service Centers in the District of Columbia 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.
2300 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 two individuals can be listed on the account. Only persons whose names appear on the account may make changes to the account or to the electric service.

Customer Deposits

The company may require a customer or prospective customer to pay a deposit or establish satisfactory credit. If a deposit is required, it will be 2/12ths of the average annual bill. 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 1.

Other deposit arrangements are made in cases involving short-term or special service conditions. A residential deposit of \$50.00 or greater can be deferred, at the customer's request, to the first month's bill, or it may be paid in up to three installments. Customers over the age of 60 may be exempt for a deposit on new service.

If a customer refuses to pay a deposit, service may be denied or terminated. Deposits may not be applied against overdue bills. A copy of the residential deposit rules as adopted by the Maryland Public Service Commission is available upon request by calling (202) 833-7500 and online at pepco.com under "Choices and Rates."

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 must contact your supplier to change service providers.

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 6 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

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 records how much electricity you use. The meter is scheduled to be read once a month. Your bill is based on monthly meter readings.

We routinely test meters for accuracy according to Maryland Public Service Commission regulations. Meters 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 once every 18 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 and reconnection fees and other outstanding charges have been satisfied.

Meter Readings

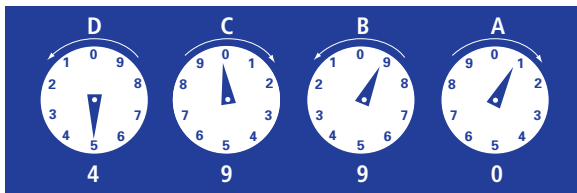
We schedule your meter to be read at approximately the same time each month. However, if our meter reader cannot obtain access to the meter, a meter-reading postcard may be left for you to complete. If you read your meter, your bill will note this. If a customer reading is not received, your bill will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

If a postcard is left at your home, 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 our main number, (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 below. 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 exam-



ple 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 (TOU) 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).

Photo Meter Read

If you are a non-Time of Use customer, you can take a picture of your meter and complete the online form at pepco.com/photometerform. Please submit a gif or jpeg file of your meter, including the meter dials and meter number.

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 locally)

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, Environmental Surcharge, and the Montgomery or Prince George's County Surcharge, as applicable,
- multiplies the number of kilowatt-hours used by the Demand Side Management Surcharge (DSM),
- applies the credit for the Regional Green House Gas Initiative (RGGI), 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 calculated, you may contact us online, by phone, by mail, or in person. If you do not receive Standard Offer Service from Pepco, check with your energy supplier for questions about energy and transmission charges.

Understanding Your Electric Service Rates

As a Pepco customer, each kilowatt-hour charged to your bill is calculated based on the rate schedule that applies to your account. (A rate schedule is assigned to each account when service is 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.

Residential Rate Schedules for Electric Service

(All customers can see their rates at pepco.com.)

Basic Service

R	Residential
RTM (TOU)	Time Metered (Time of Use)

Other Rate Schedules

EV	Electric Vehicle
OL	Outdoor Lighting

The Schedule for Electric Service document is available by calling (202) 833-7500 and online at pepco.com under "Choices & Rates."

Time of Use Rates (TOU)

Customers already billed under TOU rates can choose to be billed under the standard Residential Service (R) rates schedule. There is no time limit on when the decision must be made, so existing customers may be switched at any time. However, once existing customers decide to change to R rates, they cannot switch back to TOU rates. This decision must be made by the customer of record only and is irrevocable.

For more information about TOU rates or to switch to standard rates, call, write or visit Pepco (see pages 2 and 3).

Paying Your Bill

On the Web at "My Account"

Access your electric bill and make payments online at pepco.com by registering for My Account, a secure self-service option that will allow you to view and pay your bill, understand why your bill has changed and find ways to save energy.

Direct Debit

Direct Debit 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 (New Address)

Mail your payment to: Pepco, P.O. Box 13608, Philadelphia, PA 19101-3608-4863. 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 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 services already used. Bills are due when rendered and payable within 20 days. If not paid by the overdue date shown on the bill, a 1.5 percent late charge will be added to the Pepco portion of your current bill. The second billing month, an additional 1.5 percent late payment charge will be added to the remaining unpaid balance. At the end of the next billing period, an additional charge of 2 percent of any unpaid portion of the original amount will be added (a maximum total of 5 percent). Late payment charges may be waived twice in a 12-month period. 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 to pay your bill, you authorize Pepco to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check.

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 averaged and divided into 12 equal monthly installments. *When 12 months of billing history is 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 averaged payment amount is adjusted to reflect substantial changes in use. 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 for residential customers whose main source of total household income is from government or other low-income 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 seven days' written notice** in situations that include, but are not limited to, the following:

- falsifying information when applying for service;
- applying for service to assist another occupant of a dwelling unit to avoid payment of an outstanding bill.

Pepco may disconnect service **after 14 days' written notice** for:

- violation of the Maryland Public Service Commission regulations, or Pepco policies;
- failure to allow us to access our equipment;
- nonpayment of your electric bill;
- failure to provide a deposit, when required;
- failure to furnish or maintain service equipment, permits, certificates or rights-of-way, as specified by Pepco as a condition for use.

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 seven to 14 days (depends on reason for disconnection) before the scheduled date of disconnection. For information on settling billing disputes and filing appeals, see page 14. For energy assistance programs, see page 15.

Seasonal Disconnection Procedures

From November 1 through March 31, special disconnection procedures are in effect. During this period, Pepco will attempt to contact the customer in arrears by telephone or personal visit. If the customer fails to enter into a payment agreement with Pepco, service can be disconnected after Pepco files an affidavit with the Maryland Public Service Commission. However, service termination will be suspended on days the forecast temperature does not exceed 32 F. **During the summer, service will be suspended for a 72-hour period on days when the forecast temperature is 95 F or above.** Even if not disconnected, collection efforts will continue.

Medical Certification Procedures

Disconnection may be postponed for up to 30 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 30 days, may be made if the medical certificate is renewed AND the customer successfully maintained the established 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 charge for this service. Request temporary disconnection at pepco.com, click on "Service Requests."

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 met. For safety reasons, Pepco requires that a responsible adult be present when service is reconnected.

Third Party Notification

You may designate a relative, friend, member of the clergy, or other third party to receive a copy of your disconnection notice for non-payment.

The third party is not obligated to pay the bill, nor has any 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 will be subject to disconnection.

Your Right to Appeal

Within seven days of receiving notice of Pepco's decision regarding a dispute, you may file an appeal with the Maryland Public Service Commission at the following address:

Public Service Commission of Maryland

Office of External Relations
6 St. Paul Street – 12th Floor
Baltimore, Maryland 21202-6806
www.psc.state.md.us
(410) 767-8028; 1-800-492-0474 (toll free);
TDD: (410) 333-6661
8 a.m. – 5 p.m., Monday – Friday
(except holidays)

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 amounts - past due, current or future - for service provided by Pepco.

Energy Assistance Programs

Pepco representatives help customers find agencies in Maryland that provide financial assistance to help pay energy bills. If you believe you may qualify for assistance benefits, please contact the following agencies.

Maryland Energy Assistance Program (MEAP)

Maryland Energy Assistance Program (MEAP) provides assistance with home heating bills.

Electric Universal Service Program (EUSP)

Electric Universal Service Program (EUSP) is an additional source of assistance for low-income families and individuals, and it is administered by the Maryland Office of Home Energy Programs. EUSP can help eligible customers in several ways: assistance payments that can be used toward the electric bills, services to improve energy efficiency in the home (weatherization), and one-time assistance to help pay arrearages.

Utility Service Protection Program (USPP)

Customers who qualify for MEAP/EUSP are automatically enrolled in the Utility Service Protection Program (USPP), which protects them from service disconnections year-round, as long as minimum payments are made in accordance with the program. For information about this special program, contact your local MEAP office.

For information about MEAP, EUSP or USPP, contact the agency below that serves your county. Documentation to support your request for assistance is required. The following agencies have details on paperwork requirements.

Montgomery County

Department of Health and Human Services
1301 Piccard Drive, Rockville, MD
(240) 777-4450

Prince George's County

Department of Social Services
425 Brightseat Rd., Landover, MD
(301) 909-6300

Washington Area Fuel Fund (WAFF)

The Washington Area Fuel Fund (WAFF), operated by the Salvation Army, helps customers pay their home heating bills. Customers can apply for this program by contacting the Salvation Army office in Montgomery County at (301) 515-5354 or in Prince George's County at (301) 277-6103. Customers can 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.

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 "Miss Utility" Before You Dig

Please call Miss Utility, a free utility locating service, toll-free at 8-1-1 at least 48 hours in advance of all digging or construction.

Candle Safety

Remember candles may cause fires so please use flashlights if your power is out. Have spare batteries available.