



## 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**

**1-877-PEPCO 62 (1-877-737-2662),**  
**and follow the prompts**

**TTY**

**(202) 872-2369**

**Call 8-1-1 before you dig**



Your life. Plugged in.™

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

**(202) 833-7500**



179-06-11/Pepco MD

## At Your Service

**2011-2012**



## Maryland Customer Rights Pamphlet

**Outages: 1-877-PEPCO-62 (1-877-737-2662)**  
**Customer Service Line: (202) 833-7500**  
**[pepco.com](http://pepco.com)**



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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](http://www.psc.state.md.us). 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](http://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 Comparison 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](http://www.psc.state.md.us) and click on the "Choice" link, or visit [pepco.com](http://pepco.com).

## Customer Service—Contact Us

### By Email

Email us at [correspondence@pepco.com](mailto: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.

You can also report outages and get outage status online at [pepco.com](http://pepco.com), click on "Report/Get Outage Status," or through smartphone apps for iPad, androids and Blackberry devices. Visit the app store for each platform service to download your Pepco outage app.

### Wires Down

Call 1-877-737-2662 and follow the prompts 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. These reports feature reliability measures including number of interruptions customers experience and the length of time customers are interrupted. For more information on these measures, contact Customer Care at 202-833-7500. To learn more about our comprehensive plan to improve reliability, visit [pepco.com](http://pepco.com).

### 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 and 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 window . . . . . M,W,F: 10 a.m. - 2 p.m.  
Business office . . . . . M-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 customers to pay a deposit or establish satisfactory credit. If a deposit is required, it will be 2/12ths of the average annual bill. The calendar year rates shall be established in December of each year to be effective January 1 of the following year. The rate shall be equal to the average of the percent yields of 1-year Treasury constant maturities for September, October and November of the preceding year.

Other deposit arrangements are made in cases involving short-term or special service conditions. A residential deposit of \$50 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](http://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 the previous 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 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.
- 3) See Photo Meter Read information on page 7.

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.

## Pepco's Electric Meter

Between now and December 2012, Pepco is replacing each existing electric meter with a new "smart meter" featuring a digital display. Smart meters are equipped with two-way communications between your home and Pepco. Once smart meters are activated, this technology will provide you with detailed information to help you understand and make decisions about your energy use. For general information on smart meters, visit [pepco.com](http://pepco.com) or call 202-833-7500.

One of the benefits of smart meters is the ability to read the meter remotely. No longer will Pepco send a person to your home to obtain meter reads. Please note, your usage will be readily available by reading the number in smart meter's digital display. However, until smart meter installations are complete and the system is activated, Pepco will continue to read both the analog and smart meters manually. As a result, the information on electric meters on page 5 and 6 are in effect.

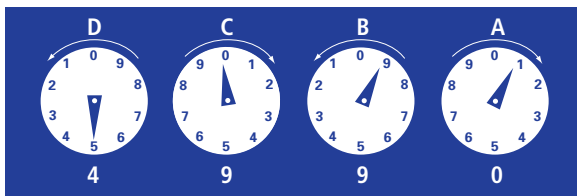
### Meter Accuracy

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 the 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 meter readings at approximately the same time each month. Your bill is based on monthly meter readings.

If our meter reader cannot obtain access to the meter, a meter-reading postcard may be left for you to complete. 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 (202) 833-7500.

### How to Read Pepco's Meter

To read the 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 on the previous page. 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 (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 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-TOU customer, you can take a picture of the meter and complete the online form at [pepco.com/photometerform](http://pepco.com/photometerform). Please submit a gif or jpeg file of the 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 have a third-party energy supplier, check with that 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

Mail your payment to: Pepco, P.O. Box 13608, Philadelphia, PA 19101-3608. 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 website 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. 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 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 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. Failure to adhere to conditions of the arrangement may result in cancellation of the plan and disconnection of service.

## 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 16.

Notices of termination will include the following:

- the account number, service address and customer name whose service is to be terminated;
- a statement of the reasons for the proposed termination and the date on or after which the proposed termination will occur;
- charges for service reconnection, if any, and a statement of the total amount due, if applicable;
- a statement of the customer's rights and remedies, which will include a summary of the dispute procedures, utility address, and the telephone numbers where utility representatives may be reached;
- a statement that it is the responsibility of the customer to notify the utility if they are unable to pay for service in accordance with the requirements of the utility's billing practices; and
- a statement that it is the responsibility of the customer to notify the utility that they, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment, a brief explanation of the special provisions regarding elderly, handicapped, or persons seriously ill or relying on life-support equipment, and an explanation of notification procedures.

### Seasonal Disconnection Procedures

From November 1 through March 31, winter disconnection procedures are in effect. During this period, Pepco will attempt to contact the customers 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, Pepco will not terminate service because of nonpayment to any customer when the forecast temperature at 6 a.m. is 32 degrees Fahrenheit or below during an extreme weather period. During the summer, Pepco will not terminate electric service for any residential customer due to nonpayment when the temperature forecast at 6 a.m. is 95 degrees Fahrenheit or above during an extreme weather period.

## Medical Certification Procedures

Disconnection may be postponed for up to 21 days if Pepco is provided with a physician's certificate or notice from a public health official stating that the occupant of the residence is elderly, handicapped or relies on life-support equipment and that service disconnection would be detrimental to the health and safety of the occupant. 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 maintains 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](http://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 nonpayment.

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](http://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.

Customers also may contact:

Office of the People's Counsel for Maryland  
6 St. Paul Street  
Suite 2102  
Baltimore, MD 21202  
1-800-207-4055

## 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)

MEAP provides assistance with home heating bills. Limited assistance is available to repair or replace broken furnaces.

### Electric Universal Service Program (EUSP)

EUSP is a state program to assist low-income customers with their electric bills. Assistance may be available whether you are an active customer or you are currently without service. Eligible customers may receive help to pay their current bills or past due balances.

### Utility Service Protection Program

Customers who are eligible for assistance from MEAP may also be eligible for participation in Maryland's Utility Service Protection Plan (USPP), a program to help customers avoid disconnection from November through March.

For information about MEAP, EUSP or USPP, contact the agency below that serves your county. Documentation to support your requests for assistance is required.

### Montgomery County

Department of Health and Human Services  
1301 Piccard Drive, Rockville, MD 20850  
(240) 777-4450

### Prince George's County

Department of Social Services  
425 Brightseat Rd., Landover, MD 20785  
(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.

## Customers on Life-Support Equipment

If you or any member of your household rely on electricity to power life-support equipment, please contact Customer Care at (202) 833-7500 or visit [pepco.com](http://pepco.com) to obtain the necessary certification form for you and your physician to complete and fax or mail back to us. Once enrolled in the Emergency Medical Equipment Notification Program, you will receive an information package to help you prepare for emergencies, notification of scheduled outages in your area and notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

**Please be advised that Pepco does not provide participants with priority restoration during storm restoration situations. 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.**

Also, 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.**