

# LINES

PEPCO.COM

SEPTEMBER 2010

## Help is Here for Higher-Than-Usual Summer Bills



The eastern seaboard has experienced one of its warmest years on record.\* It's no wonder that Pepco customers used 11 percent more electricity in June when compared to the same time a year ago.

In an effort to keep cool, our air conditioners, fans and the like have been running harder and longer. Unfortunately, when electricity use is high, so is that monthly energy bill.

We recognize the hardship higher energy bills can pose for our customers, particularly during a hot summer, which is why we continue to provide you with ways to reduce your energy use to save on your bill.

One way to save is by registering to use My Account, a Web-based interactive tool that is free and easy to use, at [pepco.com](http://pepco.com). My Account provides you with a detailed analysis of your specific electricity use and offers ways you can reduce your use to save on your monthly energy bill.

If you are having a difficult time paying your electricity bill, contact our Customer Care for information on payment programs such as Budget Billing or to make reasonable payment arrangements. That number is 202-833-7500.

*\*Source: National Oceanic and Atmospheric Administration.*

**SIGN UP FOR GREEN BILL**, our online billing and payment system and stop receiving a paper bill. Go to [pepco.com](http://pepco.com) and sign on to My Account and then select "Go Green (Paperless)" from the left menu.

As part of My Account, you will automatically receive a monthly e-mail stating that your bill is ready to view and pay. You also have the option to sign up for AutoPay and have your bill paid automatically each month.



Too much paper?

Clean up the clutter.

Sign up for Green Bill.



# Hurricane Season Reminder

Summer may be about over, but hurricane season lasts until November 30. Here are important reminders to keep you prepared:

- Keep Pepco's emergency number -- 1-877-PEPCO-62 (1-877-737-2662) - handy to report outages or wires down.
- Prepare an emergency survival kit to include a flashlight, battery-powered radio, fresh batteries, essential medication, nonperishable food, and enough fresh water to last several days.
- Develop a contingency plan. Decide where to go in the event of a lengthy power outage such as seeking temporary shelter with family or friends.

Pepco regularly prepares for the possibility of power outages. We maintain supplies of essential equipment, such as poles and wires, and stay in contact with regional utilities to quickly obtain mutual assistance.


## Rules for Back-to-School Safety

As children head back to school this fall, their day probably will begin and end with a trip on a school bus. Follow these safety rules so all children arrive home safely.

- **YELLOW FLASHING LIGHTS** indicate that the bus is preparing to stop to load or unload children. Motorists should slow down and prepare to stop their vehicles.
- **RED FLASHING LIGHTS** and extended stop arms indicate that the bus has stopped, and that children are getting on or off. Motorists must stop their cars and wait until the red lights stop flashing, the extended stop sign is withdrawn, and the bus begins moving before they can start driving again.
- Finally, don't forget to slow down in neighborhoods with school zones. Watch for children walking in the street, playing or congregating near bus stops.



Source: U.S. Department of Transportation, National Highway Traffic and Safety Administration, [www.nhtsa.gov](http://www.nhtsa.gov).

 202-08-10/Pepco



## Thanks for a Successful Golf & Tennis Classic!

Pepco greatly appreciates the support of the following sponsors of our 2010 Golf & Tennis Classic to be held on Sept. 13. Since its inception in 2006 the tournament has raised more than \$770,000 to help disadvantaged residents in the District of Columbia, Prince George's and Montgomery counties pay winter heating bills.

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Customer Service: **(202) 833-7500**

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

To Report Power Outages: **1-877-PEPCO 62 (1-877-737-2662)**