

# Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS IN THE DISTRICT

PEPCO.COM

OCT 2008

## DID YOU KNOW?

*Q: I'm curious – what are the most likely causes of electrical fires in the home?*

A. The National Fire Protection Association (NFPA) cites the top three causes of electric fires in the home as outdated wiring and faulty circuit breakers; improper use of lamps, lighting fixtures and light bulbs; and use of extension cords.

Nationally in 2005 there were nearly 21,000 home fires involving electrical and lighting equipment. This caused 500 deaths, 1,100 injuries and \$862 million in property damage.

Signs of electrical problems may include –

- recurring blown fuses and tripping circuit breakers,
- discolored or warm wall outlets,
- a burning smell coming from an appliance,
- tingling feeling when you touch an appliance,
- sparks from an outlet, and
- flashing lights.

Be aware of electrical fire dangers. Consult a qualified electrician, keep smoke detectors in good working order, and learn about fire safety at [nfpa.org](http://nfpa.org).

Also, see related story on the back page.

## Web Tool Helps Users Find Energy Savings

Pepco understands that rising energy prices affect many people. That's why we are encouraging customers to use "My Account."

It's our free interactive Web tool designed to help you become smarter about your home's energy use. Use "My Account" to compare and analyze your utility bill, understand why your bill changed and see where your energy dollars go.

Here are a few comments from recently surveyed customers who told us what they like best about the "My Account" tool.

**"I like seeing year-to-year comparisons and also how my home compares to other homes in my neighborhood."**

***"I don't have to wait to talk to a customer service rep. I can find the answers myself."***

**"I can look at my bill and how much I've used when I want to. I work shiftwork and go online later at night."**

***"I like the varieties and options of displaying comparative information."***

Now it's your turn, we want to hear from you, too. Go to [pepco.com](http://pepco.com), log in to "My Account," see what energy savings you find – then e-mail us at [lines@pepcoholdings.com](mailto:lines@pepcoholdings.com).



## Web Site Gets Makeover



### **New Design Promotes Utility's Environmental Focus**

Pepco recently redesigned its Web site to make it easier for visitors to find information and to reflect our increased environmental focus.

The new eco-friendly look consists of a blue and green color palette and a new "Our Energy Future" section that highlights what we're doing to support environmental protection and energy conservation.

The new section also features information on our plan to help meet the region's energy challenges through energy efficiency programs and advanced technology – we call it our "Blueprint for the Future."

Go to [pepco.com](http://pepco.com) and check out our updated Web site today.

### **Congrats to "My Account" Contest Winners**

Pepco customers John Fossum, Glen Reid Popson and Katie Grant won a Nationals Baseball Fun Night by registering as new users of "My Account," during our summer contest.

Even though the contest is over, you can still score big. Go to [pepco.com](http://pepco.com) and click "My Account" to learn how to save energy and money on your bill.

## Home Safety: Preventing Electrical Fires

In October we traditionally turn our attention toward fire prevention. But fire prevention is a year-round responsibility. That's why Pepco urges you to lower the risks of electrical fires by taking the following steps in your home:

- Cover all unused wall sockets with plastic safety covers if there are small children in your home.
- Replace or repair loose or frayed cords on all electrical devices.
- Avoid running extension cords across walkways, doorways and under carpets.
- Consider having a qualified electrician install additional circuits or outlets to prevent the use of extension cords.
- Follow the manufacturer's instructions for plugging appliances into electrical outlets.
- Avoid overloading outlets. Plug only one high-wattage appliance into each receptacle at one time.
- Place lamps on level surfaces away from things that can burn, and use bulbs that match the recommended wattage for the lamp.



More electrical safety information is available at [pepco.com](http://pepco.com), click on "Safety."

### **Help Paying Winter Energy Bills Is Available**

As the heating season approaches, some families may need a little help paying their utility bills. The federally funded Low Income Home Energy Assistance Program (LIHEAP) can provide assistance for qualified District residents.

Also, qualified low-income customers may be eligible for Pepco's Residential Aid Discount (RAD) program.

RAD customers receive a discount on the first 400 kilowatt-hours of electricity used on the distribution and transmission part of the bill during the winter months. On the generation portion of the bill, customers receive a discount on all kilowatt-hours used during the same period.

To learn more about LIHEAP and RAD and to determine if you qualify, call the District Department of the Environment at 202-673-6750. Or visit their Web site at [www.dceo.dc.gov](http://www.dceo.dc.gov).

For those who need a little flexibility in paying their Pepco bill, we offer payment options such as Budget Billing, Extended Payment and Time Payment Arrangements. Visit [pepco.com](http://pepco.com) for information.



A PHI Company

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)