

LINES

PEPCO.COM

MARCH 2010



We'd like to thank absolutely everybody

Last week back-to-back winter storms left many Pepco customers without electricity. Now that service is restored, we want to thank everyone who helped our community weather these record-breaking events.

Pepco extends a special thank you to all our customers. We know that power outages — especially during storms such as these — can cause undue hardship. That's why we appreciate your patience as crews worked safely around-the-clock to get the lights back on.

We are grateful to our government officials, first responders and highway crews who helped us coordinate this massive restoration effort.

A special thanks to our employees — not only those who labored long hours restoring service in extremely harsh conditions — but also to those who answered phones and worked behind the scenes in support of workers on the front line. And, we're grateful to our contractors, vendors and the out-of-town crews who came to our aid.

Finally, thanks to the news media that helped us keep the public informed about one of the largest restoration efforts we've ever undertaken.

When a crisis arises, the best qualities of a community are on full display. So it's no surprise that when the storms came through, so did you.

Thank you.



The ad above appeared in local newspapers shortly after the February storms.

Coping with Winter Bills

Record-breaking snowfall and frigid temperatures forced many customers to crank up their heating systems more than usual this winter. Therefore, energy bills may be higher than expected.

If you are having trouble managing your bill, please give us a call at 202-833-7500. If you qualify, we can help you make payment arrangements, help you enroll in budget billing to avoid seasonal spikes in your monthly bill and provide information about energy assistance programs.

Pepco also has a free interactive Web application to help customers manage their energy bills. "My Account" has an easy home-energy audit tool, low- and no-cost conservation tips and a host of other resources.

Go to pepco.com, click "My Account" and get started lowering your energy costs today.

This is the fourth and final article in a series of articles on managing winter energy costs.

POWER OUT? CALL 1-877-PEPCO-62

Plug-In Cars Energize Our Commitment to the Environment

We are charging up our commitment to the environment by adding electric cars to our fleet.

Pepco installed two charging stations on our property to “fill up” the Chevy Volt plug-in vehicles the utility is purchasing from General Motors.

The cars will support a study on the effects of vehicle charging on the electric grid. We also will evaluate their usefulness in the company’s fleet.

In our continuing commitment to a greener environment, we already have hybrid vehicles in our fleet, including some bucket trucks, and we use biodiesel fuel to reduce our carbon footprint.

Our Haitian Relief Efforts

In the spirit of stewardship and compassion, Pepco has joined concerned nations, organizations and individuals around the world in supporting Haitian relief efforts.



Dave Velazquez, PHI Executive Vice President, Power Delivery, meets Haitian Ambassador Raymond Joseph.

Our parent company, Pepco Holdings Inc. (PHI), recently contributed \$50,000 to the American Red Cross of the National Capital Area. The monies go directly toward the International Response Fund, which provides immediate relief and long-term support to the citizens of Haiti.

Pepco employees also are contributing to Haiti’s earthquake relief efforts through individual donations and fundraising activities.



PHI CEO Joe Rigby with a Chevy Volt at a company charging station.

LED Street Lighting Update—We Need Your Help!

Pepco recently installed LED (light-emitting diode) streetlights at National Harbor in Prince George’s County, Md.

The installation is part of a project that will test the LED streetlights for a six-month period under real-life situations to gauge their suitability, energy efficiency, reliability and illumination quality.

We need customers to assist in making this project a success so we’re seeking your opinions. Here’s how you can help. You have two options to provide your thoughts about the LED streetlights. Visit our Web site at pepco.com and click the LED Streetlight Pilot link or text us at the number provided on the pole signs.

Your voice counts, so let us know what you think.

Spring into Outdoor Chores Safely

Spring is just around the corner and so are warm-weather chores such as gutter cleaning and landscaping. Before you start, be sure to follow these safety rules:

- Stay clear of overhead power lines. Maintain a 10-foot clearance and use fiberglass or wooden ladders when working near them. Metal ladders conduct electricity.
- Call 811 before you dig, plant or install a fence to avoid hitting underground utilities.
- Use weather-resistant, heavy-gauge extension cords and check them for damage before use.
- Keep your work area free from debris and clutter.
- Protect yourself by wearing goggles, gloves and enclosed footwear when handling any electrical or battery-operated tools and equipment.

Learn more about outdoor safety at pepco.com.

