

LINES

PEPCO.COM

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We Can Help with Higher Winter Bills



Many customers are experiencing higher bills this winter. Here's why.

Colder than average winter temperatures caused heating systems to work overtime. Some bills included more days in the billing cycle because of the holiday schedule.

Also, certain customers may see an estimated bill due to the December snow storm which made it difficult to access meters.

Pepco understands that high winter bills are a major concern, especially during the cold weather season and coupled with the current economy.

If you're having difficulty making a payment, give us a call at 202-833-7500 before your bill gets unmanageable. We can recommend payment arrangements where appropriate and can discuss alternative payment plans such as our Budget Billing program. Budget Billing allows you to make a fixed monthly payment and avoid cost spikes.

We also can direct you to government assistance programs that offer help to customers based on income guidelines.

And don't forget to visit pepco.com and sign up for My Account. With this online energy tool, you can analyze your bill and find ways to better manage energy use.

In the meantime, the following conservation tips will help lower energy use and keep your bill from going even higher:

- During winter, turn down your thermostat from 72 F to 68 F and you'll save as much as 10 percent on energy costs.
- Winterize windows with weather stripping (for all moveable joints) and caulk (for non-moving parts). Install window kits to the inside of your windows to help keep cold air out and warm air in.
- Change heating system filter once a month for efficient operation and better comfort.

For more information on high winter bills and tips for reducing energy use, visit pepco.com. Also, view our videos featuring conservation tips on YouTube.com/pepcotv.

Pepco Is Now on Facebook!

Pepco is now on the popular social media site, Facebook.

Visit our Facebook fan page at facebook.com/pepcoconnect to view photos of our daily activities and projects.

You'll also find a host of videos featuring helpful information on ways to save energy and other interesting customer service topics.

Facebook joins Pepco's lineup of social media tools, including Twitter and YouTube, that are designed to build a dialogue with residential and business customers.

Business customers can connect with Pepco at twitter.com/pepcobiz.

Utility Safety for Snowy Weather

Snowstorms are great for those who enjoy sledding and other winter activities. But heavy accumulation could prevent home appliances from safe and proper operation.

Use the tips below to clear blocked vents, snow-covered utility equipment and provide access to emergency personnel.

1. Identify electric and gas facilities such as meters, valves and piping.
2. Carefully clear away snow and ice from all utility equipment. Damage from accidentally striking utility devices could cause service interruptions.
3. If you have a heat pump, remove snow from the outdoor unit with a broom to keep air circulating and the unit operating efficiently.
4. Remove snow away from outdoor vents to ensure water heaters, gas fireplaces and clothes dryers have an uninterrupted fresh air supply and a clear exhaust path.

Also, if you see a downed power line, keep yourself and others away. Call Pepco immediately at 202-872-3432 to report it.

Smart Space Heater Use

Portable space heaters are a good source of temporary heat. However, it is important to use extreme caution when operating a space heater – they can be dangerous.

The National Fire Prevention Association (NFPA) cites space heaters as the leading cause of home fires during winter months. Here's how to stay safe.

- Use only space heaters certified by a national testing laboratory such as Underwriters Laboratory®.
- Select a space heater with a guard around the heating element or flame.
- Plug electric heaters directly into wall outlets. Never use extension cords.
- Keep children and pets away from space heaters.
- Maintain a minimum three-foot distance between the space heater and all combustible materials such as furniture, drapes and walls.
- Always turn off and unplug space heaters when leaving the room or going to sleep.
- Keep smoke and carbon monoxide detectors in working order and review your home fire safety plan with your family and guests.



For more safety tips, visit pepco.com.

Smart Grid Moves Closer to Construction

The District of Columbia Public Service Commission recently cleared the way to use \$44.6 million in federal stimulus funding to build a smart grid infrastructure in the District.

“The Commission’s approval for advancing smart grid initiatives brings new opportunities to empower customers to control their utility bills and save energy,” said Thomas Graham, President, Pepco Region.

Once installed, the smart grid will provide several key services to consumers including over-the-air meter reads that minimize the need for estimated bills, and detailed information on energy consumption to better manage energy use.

The federal stimulus funds will offset by about 50 percent the amount customers would otherwise pay to make these important enhancements to the electric system.

Go Paperless, Read LINES Online

In keeping with our environmental commitment, LINES, our monthly customer newsletter, will only be available online in March.

To read LINES, log on to pepco.com and click “View all news and information,” on the lower left side of the home page. Then, from the left hand navigation, click “Customer Newsletters.”

Help us save a tree by reading LINES online in March.

