

LINES

PEPCO.COM

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Be Prepared for Winter Storm Outages

Pepco works hard to keep the lights on, but sometimes winter storms can cause outages. Here are some tips for coping with an outage and staying safe.

- Assemble an emergency "storm kit" to include a battery-powered radio, flashlight, a first-aid kit, emergency phone numbers and special needs items such as medicines.
- Use a flashlight for lighting, avoid candles. Never attempt to heat your home using a stove.
- Store extra blankets and sleeping bags.
- Keep a three-day supply of non-perishable food and bottled water on hand.
- If you or someone in your home uses life-support equipment, identify a location with emergency power capabilities and make plans to go there during a prolonged outage.
- If you see a downed power line, do not go near it. Call our emergency number at 202-872-3432.

We have more emergency preparation tips at pepco.com.



Where to Find Help When You Need It



If you need help paying energy bills, you may be able to take advantage of the following programs:

LIHEAP The federal Low Income Home Energy Assistance Program (LIHEAP) is available to those struggling to pay energy bills. LIHEAP is a block grant program that assists low-income households – both homeowners and renters.

Contact the District Department of the Environment's Energy Office Division at a special phone number – 311 – or visit their Web site at www.dceo.dc.gov for application information and eligibility guidelines.

Residential Aid Discount Qualified low-income customers may be eligible for Pepco's Residential Aid Discount (RAD) program. Pepco's RAD provides qualified District of Columbia customers with a discount on kilowatt-hours used each month. The discount varies depending on winter or summer usage.

Applicants should call the District Department of the Environment, Energy Office Division, at 311 for eligibility details and application.

Pepco Payment Options In addition to government assistance, Pepco's Budget Billing program helps customers budget energy costs over time. With Budget Billing, you make a fixed monthly payment to avoid spikes in energy bills.

A Pepco Customer Care representative also can suggest other payment options or offer reasonable payment arrangements, if you qualify. So before your bill gets unmanageable, call us at 202-833-7500.

This is the second in a series of articles on managing winter energy costs. Next month, low-cost, no-cost tips for conserving energy.

Partnering to Build a Better Future

Pepco is proud to partner with Mentors Inc. and the District of Columbia Public Schools for the second consecutive year to help connect employees with the city's many students who are in need of mentorship. Last year, several Pepco employees volunteered to participate. The program pairs a mentor and mentee in a year-long association that offers professional and personal growth for both participants.

For more than 20 years, Mentors, Inc. has provided mentors for students enrolled in Washington, D.C.'s 17 public senior high schools. Mentors are more than just tutors, they also provide the guidance, support, knowledge, and caring that helps the city's youth become successful adults.

"We talk about being connected to the communities we serve, and this is just an outstanding example of us making that connection," said Thomas H. Graham, President, Pepco Region, and coordinator of the company's involvement with Mentors, Inc.

If you want to become a mentor, please contact Mentors, Inc. at 202-783-2310 or e-mail mentors@mentorsinc.org. Qualified male mentors are highly encouraged to apply.

We Make It Easy to Save Energy and Money



Pepco offers energy efficiency programs to help you save energy, save money and protect the environment.

CFL Discounts

We're discounting the price of select ENERGY STAR® qualified compact fluorescent light bulbs (CFLs).

You'll save \$1.50 on each single bulb and \$3 on multipacks when you shop at participating stores in the District including ACE, Rite Aid, Safeway, True Value and The Home Depot. There is a 25 bulb limit per customer.

Appliance Rebate Program

Get great rebates on select ENERGY STAR qualified appliances. You'll save money up front and enjoy lower energy bills for years to come.

- Receive a \$50 rebate when you purchase an ENERGY STAR qualified refrigerator.
- Get a \$25 rebate when buying an ENERGY STAR room air conditioner.
- Purchase an electric water heater with an energy factor (EF) of 0.93 or greater and get a \$20 rebate.

For a rebate application and more information about our energy efficiency programs, call 866-353-5798, or visit pepco.com and click on "Our Energy Future."



Will It Snow Tomorrow?

Looking for the weather forecast? Go to pepco.com and click on the Pepco POWERCAST.

W*USA9's Chief Meteorologist Topper Shutt and his weather team offer the latest weather information including the seven-day outlook. Forecasts are updated several times each day.

POWERCAST also features Pepco outage maps. Topper and company also provide energy-saving tips and ways for coping with weather-related outages.

So stay informed and plan ahead. Check out the Pepco POWERCAST on pepco.com.

265-10-09/PepcoDC



Your life. Plugged in.™

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)