

LINES

PEPCO.COM

JANUARY 2010

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:

Maryland Energy Assistance Program (MEAP) MEAP offers help with home heating bills. Assistance also is available to help replace broken or inefficient furnaces on a limited basis.

Electric Universal Service Program (EUSP) Eligible residents can get help paying electric bills.

Weatherization Assistance Program (WAP) To help control energy costs, WAP offers eligible residents assistance with weatherization services.

Universal Service Protection Program (USPP) This program protects low-income customers from service disconnections by setting up an equal monthly payment plan with their utility.

For more information about the above mentioned programs, visit www.dhr.state.md.us/meap. Or contact the following offices:

Montgomery County: Department of Health and Human Services
1301 Piccard Dr., Rockville, Md. Phone: 240-777-4450

Prince George's County: Department of Social Services
425 Brightseat Rd, Landover, Md. Phone: 301-909-6300

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

As part of our community commitment, Pepco recently partnered with the Maryland Institute for Minority Achievement and Urban Education at the University of Maryland to provide employees for the organization's job shadowing program.

Two students in their junior year at Fairmont Heights High School in Prince George's County have been paired with two managers with Pepco Holdings, Inc., Pepco's parent company.

The internship experience encourages students to explore different industries and career options with a particular focus on science, technology, engineering and mathematics.

For more information about the Maryland Institute for Minority Achievement and Urban Education Program, please contact the University of Maryland, College of Education, at 301-405-5211 or e-mail mimaueinfo@umd.edu.

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.

Energy Wise Rewards™

Energy Wise Rewards is a new way to take control over your energy usage.

The program works by cycling the compressor on your air conditioner or heat pump on selected summer days, June through October. You'll receive a cash bonus for signing up and a credit on your bill.

For more details, visit pepco.com or call 866-353-5798 and speak with an Energy Wise Rewards representative.

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 Maryland including Walmart, Costco, 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.



276-11-09/PepcoMD



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)