

Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS

WWW.PEPCO.COM

JUNE 2007



DID YOU KNOW?

Q: *I want the easiest, cheapest way to pay my Pepco bill. What do you suggest?*

A: The least expensive, hassle-free way to pay your monthly bill is through our Pre-Authorized Transfer (PAT) program.

With PAT you don't have to write a check and mail it in. Your bill is automatically paid from your bank, savings and loan or credit union checking account.

To sign up, visit www.pepco.com and click on "Billing & Payments." Fill out the enrollment form and mail or fax it to Pepco. Next time, your payment will be automatic and it won't cost you a stamp.

Customers with accounts in good standing are eligible.

(cont. on back)


We're connected to you by more than power lines.®

Save Energy, Save Money and See the Nationals Play

Pepco is teaming up with America's favorite pastime sport to offer customers a "grand slam" in energy savings.

Starting June 1, Pepco customers will have a chance to win four free tickets to see the Washington Nationals at RFK Stadium, and have \$50 to spend at the game. Here are the contest rules:

- Between June 1 and July 15, log on to www.pepco.com and register to use "My Account," which is on the right side of the home page. You must have the following information to use the "My Account" tool:
 - your Pepco account number located on your monthly bill, and
 - the account name, exactly as it appears on the bill.
- Once you've registered, you can use the interactive Web-based tool to analyze your latest bill and learn how to save energy – and money – in your home.
- Your name will then be entered into a drawing to win four tickets to see the Nationals play ball.

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- There will be three winners, each of whom will get four tickets to the game and \$50 to spend. *Winners will be notified in August. Good luck!

Pepco launched the My Account/Energy Know How Solutions tool last summer on its Web site. It's free and easy to use. Customers create their own energy profile and learn energy-savings tips specific to their home.

They also can learn how their energy use compares to similar-sized homes in their neighborhood and why their most recent monthly bill might have gone down or up compared to the previous month's bill.

And now through July 15, customers will get a chance to win four major league baseball tickets simply by logging on to www.pepco.com and registering to use "My Account."

So visit today and always hit a "grand slam" with energy savings.

**Employees of Pepco or its parent company, Pepco Holdings, Inc., are not eligible to participate.*





**Know what's below.
Call before you dig.**

Safe digging just got easier with 8-1-1.

That's the new number to call before you dig on your property to be sure there aren't any underground utility lines where you plan to dig.

The new, national 8-1-1 number eliminates the confusion of multiple "Call Before You Dig" numbers because it is easy to use and doesn't change – no matter where you live.

When you call 8-1-1, before starting a digging project, such as building a deck, a sunken patio or planting a tree, your call will be routed to a local Miss Utility center.

The local center will then send out a professional within a few days who will mark where the buried utility lines are at the digging location. Once the underground lines have been marked, you will know their approximate location and can dig safely.

It is wise to know what's below before digging, because it protects you and your family from injury. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

Remember, safe digging starts with 8-1-1 – the number to call before you dig.

Help Us Protect the Environment

Pepco is requesting your assistance with managing our rights-of-way. If you see illegal dumping of debris, trash, yard waste, etc. along a Pepco right-of-way, please report the activity by calling toll-free 1-866-482-8372, any time of day. A recording will take the information and you can remain anonymous.

It would be helpful if you can provide information on location, incident time, vehicle license number so perpetrators may be caught and prosecuted to the full extent of the law.

A Pepco right-of-way typically is an area of land through which high-voltage power lines are routed and other electrical facilities such as substations are located. For safety sake, stay away from all power lines, substations and other electrical equipment.

What Causes Power Outages?

When any one of us loses power at our home, it can be both irritating and stressful. Unfortunately, though, power outages do occur. Here are some of the more common reasons for why the lights might go out:

- Bad weather, such as tropical storms, heavy wind and rain storms, ice storms, etc;
- When digging, contractors and/or homeowners sometimes hit underground power lines. That is why it is important for people to call 811, which is the new toll-free number for Miss Utility, to find out where the underground utility lines are before they begin their digging project;
- Vehicle collisions with utility poles;

Did You Know? (cont. from front)

If you have a question that you want answered in this column, please send it to one of the following:

Attn: Did You Know Column

Postal Address:

*Pepco Corporate Communications
701 Ninth St., NW, EP9626
Washington, D.C. 20068*

Fax: 202-331-4857

Attn : Did You Know Column

E-mail:

Lines@PepcoHoldings.com

- Electrical equipment can malfunction; and
- There are even occasional instances of small animals, such as squirrels, chewing into and damaging electrical lines.

Pepco tries to minimize power outages by trimming trees, upgrading equipment and installing animal guards around electrical equipment.

If you have an outage, call toll-free 1-877-PEPCO-62 (1-877-737-2662). Also, log on to www.pepco.com for more outage and emergency preparation information.

Are You Prepared for the Next Emergency?

The summer storm season is here and with it comes the possibility of severe weather and power outages. But other emergencies – such as house fires, floods, etc. – can strike as well.

Pepco wants you and your family to be prepared for all emergencies. That's why we'll devote the entire July issue of Lines to emergency planning tips.

This is one issue you will want to keep and discuss with your family. Remember, the best time to prepare for an emergency is before it occurs.



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)