

Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS

PEPCO.COM

JUNE 2008

IMPORTANT Information for Life- Support Customers

Pepco provides safe and reliable electricity. But despite our best efforts, customers sometimes experience power outages during severe storms.

If you are on life-support equipment, we recommend taking the following steps:

- identify a location with emergency power capability,
- ask to stay with a relative or friend who has power, or
- consider purchasing a generator for backup power and follow all installation and operating instructions.

Also, sign up for Pepco's Emergency Medical Equipment Notification Program. We will provide advance notice of scheduled outages for maintenance and severe weather alerts.

Important note: due to the large number of customers on life-support equipment, this program does not include priority restoration service.

You must have a physician certify that a medical need exists. Visit pepco.com or call 202-833-7500 to sign up and to request a brochure.



IT'S STORM SEASON – *Are You Prepared?*

Summer is the heart of storm season and high winds and heavy rain can cause outages. Pepco wants to help customers be prepared.

- Assemble a storm emergency kit that contains a first aid kit, flashlights, fresh batteries, a battery-operated radio or television, emergency telephone numbers and other personal necessities.
- Have a corded landline telephone and/or a fully charged cellular phone available.
- Keep a three-day supply of bottled water and nonperishable food items on hand.
- Safeguard your electronic equipment by using surge protectors.
- Be ready to evacuate special needs and elderly persons to alternate locations with power if necessary.
- Prepare a family emergency plan and review it periodically.
- Keep Pepco's outage number – 1-877-PEPCO-62 – handy. If your phone number has changed recently, call Customer Care at 202-833-7500 so we can update our outage tracking system.

Visit pepco.com for more tips on weathering the storm.

Beware of Lightning's Dangers

Although loud thunderclaps sound ominous, lightning poses real danger. It contains more than 100-million volts of electricity, is six times hotter than the sun and can strike up to 10 miles away from an area experiencing rain.

While you enjoy boating, swimming, grilling and other outdoor activities this summer, know that hot and humid conditions – especially in the late afternoon and early evening – increase the likelihood of thunderstorms.

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Keep Cool and Control Summer Energy Costs

As summer heats up, many people will use more air conditioning, but you can take steps to control costs while keeping cool this summer.

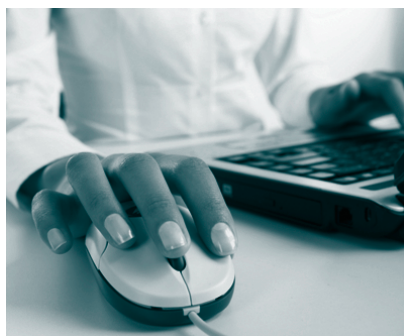
- During the day, keep shades and blinds closed to deflect sunlight and heat.
- Keep your air conditioner's thermostat set between 75 and 78 degrees Fahrenheit. Each degree you raise it can lower your monthly electric bill by five percent.
- Have an HVAC professional check your air conditioner (AC) for coolant leaks and ensure proper functioning. Clean or

replace air filters monthly.

- Make certain all windows and outside doors are closed while your AC is running.
- Be sure heat-producing appliances are away from your thermostat. These items can cause your AC unit to run longer than necessary.
- Keep furniture and objects from blocking vents, fans and ducts.
- On excessively hot days, raise your thermostat setting and then spend time in a mall, recreation center or other public indoor area.

Visit pepco.com and click "My Account" for a free online home energy audit, ways to lower your bill, energy conservation tips and more.

Learn How to Control Your Energy Bill: Visit "My Account"



Pepco wants you to be smart about saving energy and money so that's why we offer "My Account." It's our interactive Web tool to help customers conduct a free online home energy audit, set up automatic payment options and more.

Go to pepco.com and click "My Account" to find more ways to control your home's energy and manage your monthly bill.

In Your Community...



Pepco employees took to the water in April to clean up the Anacostia River, removing thousands of pounds of trash and debris. This annual employee event has received recognition from various conservation groups.

Beware of Lightning's Dangers (continued from front)

The National Weather Service reports lightning as the third leading cause of weather-related deaths and hundreds of documented injuries. To decrease your risk of injury from lightning, follow these simple rules:

- Stay aware of current and predicted weather, and schedule outdoor activities accordingly.
- Go indoors at the first sound of thunder, and stay there for 30 minutes after the last clap of thunder.
- Avoid bodies of water, metal objects, open areas, electronics and tall, isolated structures (such as trees and utility poles).
- Once indoors, stay clear of windows, doors, electric appliances and piping (such as sinks and tubs) and don't use the phone (landline or cellular) unless it is an emergency.

Visit pepco.com for more summer safety tips.

National Lightning Safety Awareness Week is from June 22 through June 28, 2008.
Visit www.lightningsafety.noaa.gov to learn more.