

Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS IN THE DISTRICT

PEPCO.COM

JULY 2008

DID YOU KNOW?

Q: *It seems as if there are more power outages in the summer, even when there are no storms. Can hot weather cause outages?*

A. Yes. Summer temperatures cause many customers to increase their air conditioning use. Sometimes, this increase in electricity demand can cause outages. Here's why.

- Increased electricity demand causes power lines to heat and expand. This expansion may result in sagging lines touching tree limbs and branches – which can result in short circuits.

- High electric current can cause cables, switches and other equipment to stretch and can increase the size of minor flaws in insulation and connections.

- Lightning strikes and circuit failures can weaken equipment, rendering it unable to cope with extreme electricity demands.

Pepco can't always prevent heat-related outages and we understand the inconvenience they cause. The good news is that we use a carefully planned approach to restore your electric service as quickly and safely as possible.

Score Big, Sign up for "My Account" and Win Nationals Tickets

Pepco is giving customers who register for "My Account" a chance to win a Major League Baseball fun night.

Between July 1 and August 15, customers can enter to win four tickets to see the Washington Nationals, plus a gift card to use for food at the game – just by getting smart about home energy use. Our interactive Web tool, "My Account," helps customers learn how to score big savings on their utility bills.

Here's how to enter. Go to pepco.com and register to use "My Account." You'll need your Pepco bill listing your account number, exact name and current amount due.

That's it, you're automatically entered to win a Nationals Fun Night package – compliments of Pepco.* Contest winners will be notified by September 1, 2008.

After you've registered, use "My Account" to conduct a free home energy audit to get great tips on saving energy and saving money.

*Employees of Pepco or its parent company, Pepco Holdings, Inc., may not participate in the contest. See full contest rules on pepco.com.

The Power Restoration Process

In the event our system is damaged by severe weather, we repair equipment which will restore the largest numbers of customers first. Generally, the sequence is as follows:

- 1 downed live wires or potentially life-threatening situations and public health and safety facilities without power,
- 2 transmission lines serving thousands of customers,
- 3 substation equipment,
- 4 main distribution lines serving large numbers of customers,
- 5 secondary lines serving neighborhoods, and then
- 6 service lines to individual homes and businesses.



