

# Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS IN MARYLAND

PEPCO.COM

AUG 2008

## DID YOU KNOW?

*Q: I know that watts, amps and volts are electrical terms – but what are they specifically?*

A. Watts and kilowatts (1,000 watts) are units of electricity. Watts are similar to horsepower. Your home's electric meter measures the kilowatts used over time in kilowatt-hours. Utility bills are based on kilowatt-hours consumed. The typical customer uses about 1,000 kilowatt-hours per month.

Amperes, commonly referred to as amps, measure electrical current – the movement of electrons through a conductor such as wiring in your home. Home wiring usually carries about 15-50 amps. Fuses and circuit breakers are rated in amps. It's important not to overload a circuit operating too many appliances.

Voltage is comparable to pressure in a hose – it's the force that moves electricity through wires. Electricity travels long distances at a high voltage. Transformers change electricity to a level suitable for residential use. Most home wiring is 110-220 volts.

To learn more, visit [eei.org](http://eei.org), [pjm.com](http://pjm.com) or, [eia.doe.gov](http://eia.doe.gov).

## Our Plan to Help You Save Energy and Money



During the summer as utility customers turn on air conditioning to beat the heat and humidity, the demand for electricity is at its highest.

To meet this high demand, more generating equipment is used to supply power and expensive fuel is required to run generators. In addition, the capacity of high voltage transmission lines to transport electricity is stressed. That's why electricity costs more in the summer as customers must pay "peak prices."

PJM, operator of the region's power grid, estimates that electricity demand will increase by about 25 percent over the next 15 years. This will put even more pressure on prices since more generating equipment and fuel will be necessary. So what can be done?

Pepco has a plan called Blueprint for the Future, and it's designed to help you use energy wisely and ease high energy prices.

In the coming months and years, we propose to use new technologies so you can elect to have your air conditioning cycled off at certain times on hot summer days. Most homes will remain comfortable and use less energy.

We plan to install smart meters supported by innovative price options. When coupled with smart thermostats, customers will be able to better manage energy costs.

And we'll continue to encourage the purchase of energy-efficient appliances and installation of renewable energy resources such as solar panels.

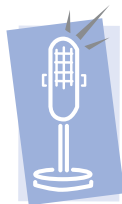
In the meantime, there are steps you can take to become a wise energy user:

- set your air conditioner thermostat at 78 degrees,
- have a professional keep your air conditioner well tuned for efficient operation, and
- when buying new appliances, purchase one that is ENERGY STAR® rated.

For more information, visit [pepco.com](http://pepco.com).

## Contact Our Speakers Bureau

Are you concerned about rising energy costs or the impact of energy on the environment? Pepco's Speakers Bureau is here to help.



We'll talk to your civic association, community group or service organization about Blueprint for the Future, our plan to help you save money, save energy and save the environment. We also can offer easy, low-cost tips for saving energy now.

E-mail Zenayda Mostofi at [zmostofi@pepco.com](mailto:zmostofi@pepco.com) or call 202-872-2089 to schedule a speaker.

## Pepco's Parent Company Honored for Diversity

For the fourth year in a row, *Black Enterprise Magazine* has recognized Pepco's parent company, Pepco Holdings, Inc. (PHI), as an industry leader in diversity.

The magazine's "40 Best Companies for Diversity" award cited PHI's employee and business practices. This is the second award in two months from a major publication honoring PHI's diversity efforts.

*Black Enterprise* based its selection on four key areas: supplier diversity, board of directors, senior management and employee base. Companies responded to more than 200 survey questions, which were evaluated by a 10-member panel of independent diversity experts.

# Keep Utility Workers Safe

Keeping the lights on can be dangerous work. Our employees take every precaution to work safely, but customers also play a role.

Here are some things you can do to help keep our workers safe.

**Portable Generator:** Have a trained, qualified electrician install your generator. Be sure that the main circuit breaker in your home or business is switched **OFF** prior to starting the generator. An improperly sized or operated portable generator can send power back to the electrical lines. This is called "backfeed" and it can cause serious injury or death to the line mechanic working on power lines.

**Construction Zone:** Please slow down when driving or cycling in areas where utility work is being performed.

**Utility Pole Signs:** Never post signs on utility poles. Nails and tacks used to hang signs can injure line workers and damage their equipment and protective clothing.

**Meter Readers Safety:** Contact Customer Care at 202-833-7500 so we can make arrangements for reading your meter if you have a dog or other pet that may pose a threat to a meter reader.



## 2008 HURRICANE SEASON REMINDER

Pepco reminds customers that the hurricane season runs through November.

To help you prepare for severe weather that could result in extended power outages, visit our Web site at [pepco.com](http://pepco.com) and click on "Emergency Preparedness" on the home page.

Remember to report an outage by calling our toll-free number 1-877-PEPCO-62 (1-800-737-2662). And make sure your family has an emergency plan.



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)