

Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS IN THE DISTRICT

WWW.PEPCO.COM

MAY 2007

What's Yours? What's Ours?

Do you know where Pepco's responsibility for electric service ends and your responsibility as a customer begins? Here's some help.

Service Drop: Pepco maintains the wire that runs from the street to your home. If you have underground service, Pepco's wires terminate at the meter.

Point of Attachment: You are responsible for the bracket that attaches the service drop to your home.

Service Entrance Cable: You are responsible for the wire from where it attaches to your home to the meter for overhead service, and for the wire from the meter to your service panel or fuse box for both overhead and underground service.

Meter Socket: You are responsible for the metal box that houses the meter.

Meter: Pepco is responsible for the meter that measures electricity use.

Service Panel or Fuse Box: You are responsible for the box, the service panel or fuses and all the wiring in your home.

Caution: Only a licensed electrician should perform modifications to the electrical wiring in your home. Call Pepco if you have any questions regarding our equipment at 202-833-7500.

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

Partnering with Customers for an Energy-Efficient Tomorrow

As the price of energy was rising for all of us last year, we heard our customers say they wanted a solution to the national energy crisis that had now hit home.

Fast forward to this year. We still face energy challenges, given our society's growing appetite for energy.

Pepco, along with its sister utilities in neighboring states, believes there is a way to control energy costs while protecting the environment by using advanced technologies that will empower all of us to better manage our energy use.

Recently, Pepco submitted its plan for an energy-efficient tomorrow to the District of Columbia Public Service Commission. Pepco is hoping to work collaboratively with District officials to make the plan a reality for our customers.

Here's a snapshot of our proposal:

- Provide customers with bill credits when they invest in qualified energy-efficient appliances.
- Reduce the cost of energy for customers who participate in programs that will allow for the cycling of their home's largest energy users – air conditioning or electric heat pump equipment – during high-demand periods.
- Invest in state-of-the-art meters and thermostats that will help us:
 - remotely identify the location of outages and restore power faster,



- eliminate the need for estimated bills, and
- reduce energy costs. This will give customers the tools needed to know how and when they use energy. Customers who cut their demand during peak periods, when the wholesale price of electricity is higher, will save.

- Introduce new rate options that encourage the use of renewable energy sources such as wind and solar, and encourage the use of plug-in electric vehicles.

While our proposal became public just last month, it has been in the works for quite some time. In the coming months, you will learn more details about this initiative to reduce energy costs, enhance reliability and protect the environment.

Together, we can make a measurable contribution to meeting environmental challenges, and at the same time make electric bills more affordable.

Wise Energy Use = Summer Savings

With the onset of warmer weather, electricity demand typically goes up. That's primarily due to air conditioner use, which can easily account for up to 30 percent of the average monthly electric bill.

Here are some tips to help you save energy and save money:

- Make sure your air conditioning unit is working properly. Have it checked regularly by a professional.
- Clean or replace the air conditioner filter monthly.
- If you are in the market for a new air conditioner, select one that has a high efficiency rating. A high-efficient model may cost more, but you will save over the long term through reduced energy use. You also may be eligible for a manufacturer's rebate.
- Set your thermostat to between 75 and 78 degrees. Those are reasonably comfortable and energy-efficient temperatures. Every degree you raise your thermostat can result in 5 percent savings on the cost of cooling your home.
- Keep draperies, blinds and shades drawn during the daylight hours to minimize the amount of sunlight and heat entering your home.

For more tips on ways to save, visit www.pepco.com and click on the "Safety & Conservation" link. We recommend that you check out the "85 Ways to Save" site.

Practice Electrical Safety Every Day

May is National Electrical Safety Month, but Pepco reminds you that electrical safety is something that should be practiced every day.

With warmer weather, many of us will be enjoying more time outside. Here are some tips on staying safe around electricity outdoors:

- Never touch a power line and do not let any objects you may be carrying, such as a ladder or tall garden tool, come into contact with power lines. To do so can result in serious injury or death.
- Do not fly kites or model airplanes near power lines.
- Do not swim during a thunderstorm.
- Keep electric appliances such as radios at least 10 feet away from swimming pools.
- If you are working near a power line, make sure there is a clearance of at least 25 feet between you and the line.
- Make sure when boating that there is at least 10 feet of clearance between the highest part of your boat and overhead power lines.
- Teach your children about electrical safety. Make sure they know to stay away from power lines, electrical substations and other electrical equipment.
- If you see a downed power line, stay away from it and warn others. Call Pepco to report the downed line at 202-872-3432.

For more information on electrical safety, log on to www.pepco.com and click the "Safety & Conservation" link.

Pepco Named TreeLine USA Utility

Pepco has again been named a TreeLine USA Utility by the National Arbor Day Foundation. The program is sponsored by the foundation in cooperation with the National Association of State Foresters.

The award recognizes utilities that meet certain criteria, including a program of quality tree care and annual training for workers who care for trees.

New Supply Rates Take Effect June 1

New electricity supply rates for District of Columbia customers begin next month. If you have not chosen an alternative supplier, Pepco buys electricity for you. This is known as Standard Offer Service (SOS).

Based on the auction held recently to obtain electricity supply for Pepco's residential customers, the total average bill for the typical District customer will increase 12 percent, or \$8.54 a month, on June 1. Electricity supply rates will then remain stable through May 31, 2008.

While fuel prices have dropped compared to what they were last year, they are still much higher than they were a few years ago. This year's supply auction replaced some older, lower-priced supply contracts, resulting in higher electricity prices for customers.



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)