

LINES

PEPCO.COM

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Reliability Update: We're Working for You

Maybe you've received a letter from us, or seen the road signs or viewed Pepco's recent commercials on our efforts to improve your electric service.

In case you are not aware, last September we initiated a six-point plan to aggressively upgrade the reliability of our system. Here's an update on our progress through end of January.

- **Trimming Trees:** Crews are working 5 days a week, 10 hours a day, and have trimmed trees along 1,850 miles of power lines.
- **Improving Overhead Power Lines:** We are installing new poles and transformers, new cable or wire, and automated switches as necessary.
- **Replacing Aging Infrastructure:** To prevent future failures, we have replaced or renewed 47 miles of cable, most of which was installed during the 1970s.
- **Meeting Load Growth:** We have identified neighborhoods with increased load growth and are upgrading power lines and adding circuits to accommodate new customers and support increased energy use by existing customers.
- **Installing Advanced Technologies:** Thanks to a \$6.95 million U.S. Department of Energy Smart Grid Investment Grant, advanced control systems are being installed on 15 power lines in the District that isolate outages and automatically restore power to customers outside the isolated outage area.
- **Putting Cables Underground/Improving Substation Supply Lines:** In some areas, where traditional modifications have not produced improved results, we are evaluating whether to selectively replace portions of the overhead system with underground lines.

To learn more about Pepco's six-point Reliability Enhance Plan, visit us at pepco.com.



Smart Meter Update

Pepco continues exchanging existing analog meters with new smart meters for all District of Columbia residential customers as part our commitment to improving customer service.

More than 16,000 meters already have been exchanged. The District of Columbia Public Service Commission (PSC) authorized Pepco to install smart meters for all District customers.

This first phase is just one component of our energy plan to upgrade the current electrical grid to a more advanced system that will transform how you manage and consume energy.

We are developing a comprehensive education plan in collaboration with the PSC, the Office of the People's Council and D.C. Department of the Environment that includes community outreach meetings where we will present the benefits of smart meters and answer your questions.

In the meantime, routine work – such as starting new services and replacing faulty meters – continues. New construction or new service locations requiring a meter installation will receive a smart meter. In situations where an existing meter is damaged and needs replacing, customers will receive a smart meter.

Maintaining Trees for Better Service

Tree maintenance – also known as vegetation management — can be challenging. But it's essential to meeting our commitment to provide safe and reliable electric service.

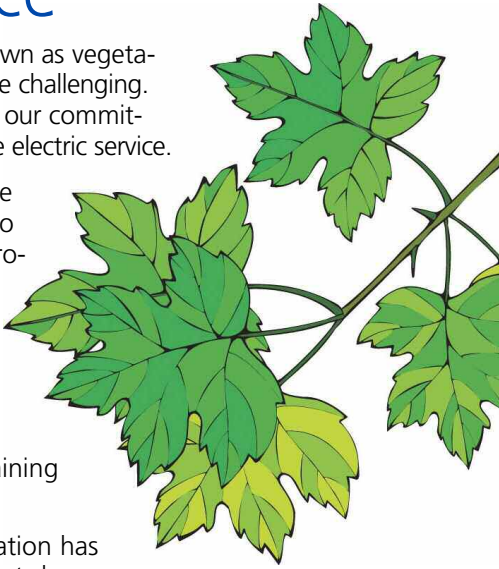
Vegetation management can be challenging, but it is essential to meeting our commitment to provide safe and reliable electric service. We realize how important trees are to the beauty and environmental health of our area. We work hard to maintain a balance between aesthetics and maintaining electric reliability.

The National Arbor Day Foundation has recognized Pepco as a utility that demonstrates practices that protect and enhance America's urban forests.

The District of Columbia Public Service Commission requires that Pepco deliver safe and reliable electric service. That means we must keep trees pruned a safe distance from power lines because many power outages are caused when tree branches fall onto power lines.

Our tree management program includes routine pruning, storm hardening, maintenance and rights-of-way work. The work Pepco's licensed, professional foresters and contract tree pruning experts do is for public safety and the safety and health of the trees.

Learn more at pepco.com.



Spring into Outdoor Chores Safely

Spring is just around the corner and so are warm-weather chores such as gutter cleaning and landscaping. Before you start, be sure to follow these safety rules:

- Stay clear of overhead power lines. Maintain a 10-foot clearance and use fiberglass or wooden ladders when working near them. Metal ladders conduct electricity.
- Use weather-resistant, heavy-gauge extension cords and check them for damage before use.
- Protect yourself by wearing goggles, gloves and enclosed footwear when handling any electrical or battery-operated tools and equipment.
- Call 811 before you dig, plant or install a fence to avoid hitting underground utilities.

Visit pepco.com for more outdoor safety tips.

Considering "Green" Power?

Please Check with Us First

Some environmentally conscience customers may be considering renewable resources such as solar or wind to generate their own electricity.

Pepco supports the installation of "authorized" renewable generation systems that allows customers to sell unused power back to the power grid. Even the new smart meters we are installing can be programmed to support "green" power.

If you're considering a renewable generation system, please submit an application to Pepco for approval before making any investment. This requirement ensures that your renewable system is safe and compatibility with our electrical system.

Our Green Power Connection™ team is standing by to review your application and determine acceptance prior to installation and operation. Pepco does not sell or install renewable generation systems.

For more information, contact the Green Power Connection™ Team at:

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