

# LINES

PEPCO.COM

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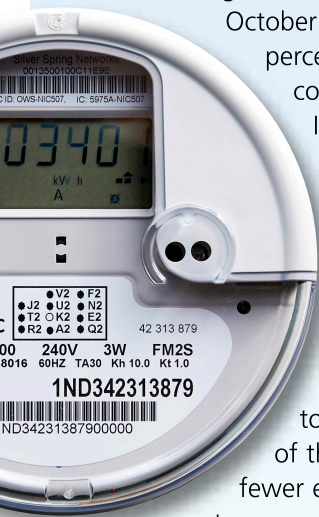
## Smart Meter Installations Continue

Pepco began the full deployment of smart meters throughout the District of Columbia in October 2010. To date, more than 50 percent of installations have been completed (140,000 customers). Installations will continue through December 2011 until all District customers receive a new meter.

Once activated, smart meters will provide customers with detailed information that will enable them to gain a better understanding of their energy use, result in fewer estimated bills, help pinpoint outages and help us all to meet energy reduction goals.

In the coming weeks, customers will be notified via direct mail when their meter has been activated. Those who have enrolled in *My Account*, Pepco's online energy audit tool, will see data related to their daily and hourly energy use. Armed with this detailed data and the tools on *My Account*, customers will be well on their way to taking control of their energy use.

Enrolling in *My Account* provides customers with the added benefits of being able to compare monthly statements and view and pay bills online. Get ready to take control today. Sign up for *My Account* at pepco.com.



## Get a Free Tree!

Pepco, in partnership with the Arbor Day Foundation, is providing a limited number of "power-line friendly" free trees through the Energy Saving Trees program.

Scientists agree that properly planted trees help reduce energy use through summer shading and slowing winter winds. As trees grow, they can lower energy bills by up to 15 to 30 percent.

Through November 12, about 1,000 trees for each Pepco service territory (the District, and Prince George's and Montgomery counties) will be available on a first-come, first-serve basis to Pepco customers who agree to plant them in safe, energy-saving locations. Limit two trees per customer.



To reserve your free tree:

- Visit the Arbor Day Foundation's easy-to-use, interactive online mapping tool at <http://www.arborday.org/trees/energysavingtrees/pepco.cfm>. Type in your address and the online tool will pull up a map of your property.
- The application will help you determine the right trees to plant and the right places to plant them to save energy and to ensure they grow in an area away from power lines.
- After you select your tree and its safe, energy-saving location, simply press the reserve button.
- A 2-to-4 foot tree will be mailed from the Arbor Day Foundation nursery directly to your home at the right time for planting (from Nov. 1-26) with easy-to-follow instructions on how and where to plant them.

Call 8-1-1 BEFORE digging to avoid underground utilities.

For more information, call toll free 1-855-234-3801.

# Go Paperless to Win Some Green

Don't miss your chance to win a \$1,000 gift card. Sign up as a new Green Bill registrant between now and December 16, 2011.

Your name will be automatically included in the contest. No purchase is necessary and only one entry is allowed per residential account. One winner will be drawn from all Pepco registrants.

To enter, sign up for *My Account* at [pepco.com](http://pepco.com) and then select the "Green Bill (Paperless)" billing option. With Green Bill, you will automatically receive a monthly email stating that your bill is ready to view. In addition, you have the option to sign up for AutoPay, our recurring payment program.



## Help When You Need It Most

Assistance is available this winter season for those who need help paying energy bills.

The federal Low Income Home Energy Assistance Program (LIHEAP) is available to low-income households – both homeowners and renters – across Pepco's service territory who are struggling to keep up.

Customers are advised that LIHEAP assistance may be limited this heating season due to a likely cut in federal funding.

Call the District Department of the Environment's Energy Office Division at 311 or visit their Web site at [www.dceo.dc.gov](http://www.dceo.dc.gov) for application information and eligibility guidelines.

Also, qualified low-income customers may be eligible for Pepco's Residential Aid Discount (RAD) program. Pepco's RAD provides qualified District of Columbia customers with a discount on kilowatt-hours used each month. The discount varies depending on winter or summer usage.

Pepco also offers payment options for those who just need a little flexibility in paying their bill. Visit [pepco.com](http://pepco.com) and learn more about Budget Billing, Extended Payment and Time Payment Arrangement programs. Or call Pepco Customer Care at 202-833-7500 for more information on payment assistance options.



## Learn How to Prevent Electrical Fires

**National Fire Prevention Week is October 9-15.** However, we urge you to practice fire safety all year long. Take the following steps to lower the risk of electrical fires in your home:

- Cover all unused wall sockets with plastic safety covers if there are small children in your home.
- Replace or repair loose or frayed cords on all electrical devices.
- Avoid running extension cords across walkways, doorways and under carpets.
- Consider having a qualified electrician install additional circuits or outlets to prevent the use of extension cords.
- Follow the manufacturer's instructions for plugging appliances into electrical outlets.
- Avoid overloading outlets. Plug only one high-wattage appliance into each receptacle at one time.
- Place lamps on level surfaces away from things that can burn, and use bulbs that match the recommended wattage of the lamp.
- Install smoke alarms on every floor and near all sleeping areas.

For additional safety information, please visit [pepco.com](http://pepco.com).