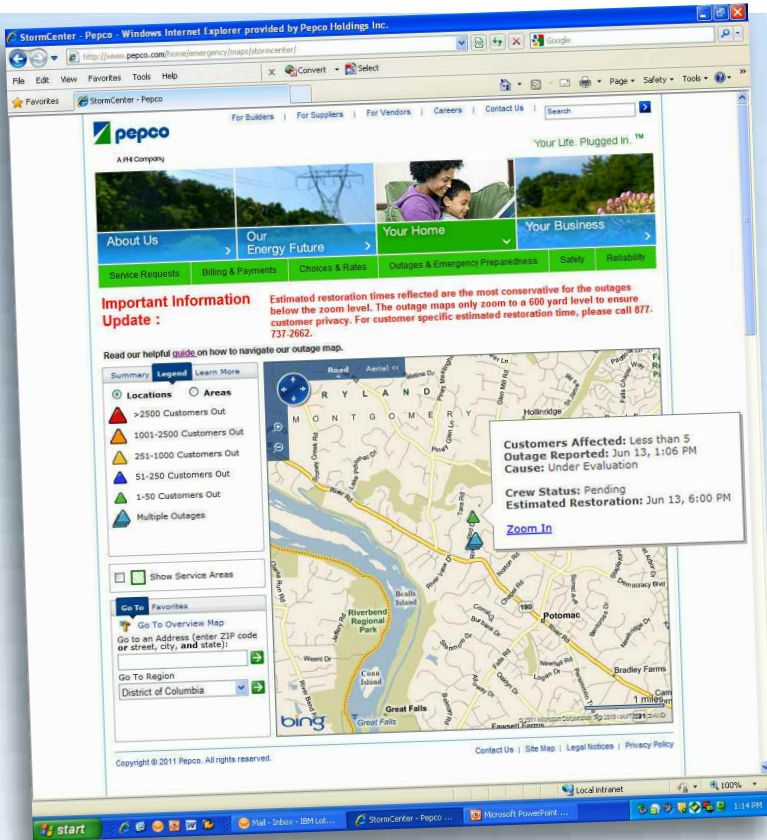


# LINES

PEPCO.COM

JULY 2011

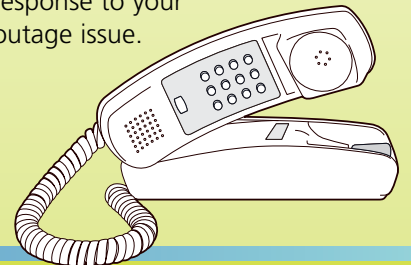


## “Why Do I Have to Call When My Power’s Out?”

Our outage maps are only as accurate as the information we receive from our customers. To ensure that your power is restored as quickly as possible, always call us at 1-877-PEPCO-62 when your power is out. Remember, a neighbor’s call to report their outage will not indicate to Pepco that you’re out of power as well.

Also, always request a call back to verify if your service has been restored. This helps us pinpoint outages after the main electric line has been restored, and allows us to make repairs to individual customers.

And please also make sure we have your current telephone number. Contact our Customer Care Service Center at 202-833-7500 – with your account number handy – to update your contact information in our automated system. Current customer information allows us to provide the quickest response to your outage issue.



## “When Will My Power Be Back On?”

There are a number of events that can cause you to lose electric power to your home – including severe weather, an accident such as a vehicle hitting a power line, trees or animals coming in contact with power lines, or equipment malfunction.

Whatever the reason, we know that all you want to know is, “When will my power be back on?”

To provide you with that answer, we have updated our outage maps to get you that information as quickly as possible.

Go to [pepco.com](http://pepco.com) and familiarize yourself with our outage maps that allow you to:

- View outages by county or ZIP codes.
- Zoom in as close as 600 yards to see outages in your specific location.
- View updated information every 10 minutes.

**POWER OUT? CALL 1-877-PEPCO-62**

## Customers to See a Drop in Rates

Notice anything on your electric bill lately? Pepco Maryland residential customers are enjoying a drop of about 16.4 percent, or \$28.52, on their average monthly electric bill.

The rate decrease, which began June 1, is a result of lower commodity fuel prices. Pepco purchases the electricity we need for our customers from competitive wholesale suppliers, who own power plants and produce electricity or who buy and sell it on the wholesale market.

Default supply service, the cost of what customers pay for electricity, represents roughly 70 percent of a residential customer's bill. Default supply service rates apply to customers who do not select an alternative energy supplier and are based on market prices obtained through a competitive bidding process approved by the Maryland Public Service Commission.

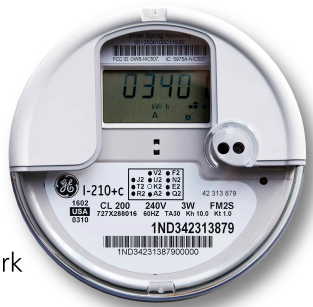
## Smart Meter Update in Maryland

In June, Pepco began installing smart meters in our Maryland service territory. The initial installations are taking place in southern Prince George's County and in the Takoma Park area of Montgomery County.

Meter installations will continue through 2012. The meter exchange program is the first step in the utility's long-term investment to build a smart power grid that will help you better manage your energy use and costs and improve our customer service and reliability.

Crews will continue with the installation process throughout 2012 until all of Pepco's Maryland customers receive a new meter. Prior to installation, you will or already have received a letter and fact sheet from Pepco which, among other things, introduces you to the contractor, Scope Services Inc., who is performing the meter installation.

To learn more, visit the "Smart Grid" section on [pepco.com](http://pepco.com) under "Our Energy Future."



## Pepco Makes Top 10 List for Corporate Philanthropy

Pepco has been ranked by the Washington Business Journal (WBJ) as 10th in the corporate contributions category after accounting for approximately \$2.2 million the company donated to organizations and initiatives in the Washington, D.C., metropolitan area in 2010.

Each year the WBJ honors the region's most active and inspirational companies and nonprofits that have made a difference in communities through both financial and volunteer philanthropic work.

"It is great to be a part of a socially conscious organization working to make a difference in the communities we serve," said Debbi Jarvis, Vice President, Corporate Citizenship and Social Responsibility. "Pepco is celebrating its 115th anniversary and remains committed to its philanthropic efforts."

## Schedule a Quick Home Energy Check-up Today!

Pepco's Quick Home Energy Check-up Program can help you identify ways to reduce your energy usage and costs. During a check-up, a qualified surveyor will inspect your home, recommend energy-saving improvements, and get you started on improving its efficiency by installing products such as compact fluorescent light bulbs and energy-efficient showerheads.

The Quick Home Energy Check-up and the energy-saving products and installation are offered at no additional cost to you if you let us install at least three products in your home. To schedule your Quick Home Energy Check-up, call 1-866-353-5798. Also visit [pepco.com/SaveEnergy](http://pepco.com/SaveEnergy) to learn more about this and other Pepco energy-saving programs.

Follow us on Twitter at [twitter.com/pepcoconnect](http://twitter.com/pepcoconnect).  172-06-11/PepcoMD



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)**