

# LINES

PEPCO.COM

SEPTEMBER 2011

## Help for High Summer Bills

We recognize the hardship high energy bills can pose for our customers, particularly during this summer of record-breaking temperatures.

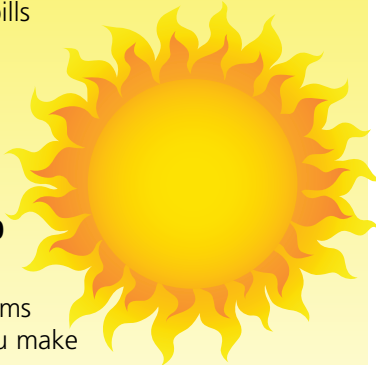
If you're having a difficult time paying your electricity bill, we're here to help.

Contact Customer Care at **202-833-7500** before your bill becomes unmanageable.

We have information on payment programs such as Budget Billing or we can help you make reasonable payment arrangements.

Another way to save is registering for *My Account*, a Web-based interactive tool that is free and easy to use at pepco.com.

*My Account* provides you with a detailed analysis of your specific electricity use and offers ways you can save energy and save on your monthly energy bill.



## It's Back – Your Chance to Win \$1,000!

If you missed your chance last year, the Green Bill New Registration Contest is back!

To win a \$1,000 gift card, just 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 and then select the "Green Bill (Paperless)" billing option. With Green Bill, you will automatically receive a monthly e-mail stating that your bill is ready to view.

In addition, you have the option to sign up for AutoPay, our recurring payment program.



## Hurricane Season Reminder

Even though the summer is coming to an end, hurricane season runs through November 30. Stay prepared for severe weather by:

- Keeping Pepco's emergency number – **1-877-PEPCO-62 (1-877-737-2662)** – handy to report outages or wires down.
- Preparing an emergency survival kit to include a flashlight, battery-powered radio, fresh batteries, essential medication, nonperishable food, and enough fresh water to last several days.
- Developing a contingency plan. Decide where to go in the event of a lengthy power outage such as seeking temporary shelter with family or friends.
- Making 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.



# Save Money on Cooling Your Home This Summer

As much as half of the energy used in your home goes to heating and cooling. You may be able to save money on cooling costs with Pepco's air conditioning (A/C) rebates.

**Still need to get an annual A/C tuneup?** A \$100 rebate is available for a tuneup, which can keep your unit operating more efficiently and improve comfort.

**Is your A/C at least 10 years old?** Up to \$300 in rebates is available for a new, high-efficiency central A/C or an electric air source heat pump. When installed correctly, a replacement high-efficiency unit could save you up to 20 percent on your energy bill.

To have your A/C evaluated by a Pepco participating contractor, contact us at **1-866-353-5798** or visit [pepco.com/SaveEnergy](http://pepco.com/SaveEnergy). Pepco A/C rebates are offered only through Pepco participating contractors.



## Thanks for a Successful Golf & Tennis Classic!

Pepco greatly appreciates the support of the following sponsors of our Sixth Annual Pepco Golf & Tennis Classic, scheduled for Sept. 12. Proceeds help area families in need in the District of Columbia, and Prince George's and Montgomery counties in Maryland with their winter energy bills. Since its inception, the tournament has raised more than \$1 million for this cause.

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## Solar Decathlon Begins Sept. 23

Pepco is a proud sponsor of the U.S. Department of Energy Solar Decathlon 2011. The Solar Decathlon challenges 20 collegiate teams to design, build and operate solar-powered houses that are cost effective, energy efficient and attractive.



The event is free to the public. Visitors can tour the homes, gather ideas to use in their own homes and learn how energy-saving features can help them save money.

The Solar Decathlon runs from Sept. 23 through Oct. 2, in the National Mall's West Potomac Park in Washington, D.C., near the Franklin Delano Roosevelt and Martin Luther King Jr. memorials.

The Department of Energy will provide free shuttle service from the Smithsonian Metrorail station. For more information, visit [www.solardecathlon.gov](http://www.solardecathlon.gov).

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