

LINES

PEPCO.COM

MARYLAND 2011

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.** Advanced control systems have been installed on 12 power lines that isolate outages and automatically restore power to customers outside the isolated outage area. These devices will be activated during the first quarter of this year. Also, a \$10.25 million U.S. Department of Energy Smart Grid Investment Grant will fund installation of this equipment on 33 more power lines in Maryland this year.
- **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. We also are improving the reliability of high-voltage lines serving substations. This work includes trimming trees for better clearance around the lines.

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

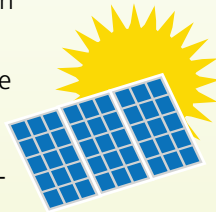


Considering "Green" Power?

Please Check with Us First

Some environmentally conscious 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 Pepco plans to install 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 compatible 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:

(202) 872-2040 - Phone
(202) 872-3228 - FAX
gpc-south@pepco.com

We Have the Tools to Help You Save Energy and Money

We're committed to helping our customers use less energy, save money and improve the environment. That's why we offer a suite of residential programs to help you save energy and money.

- **Energy Wise Rewards** provides you credits on your bill by allowing Pepco to cycle your air conditioner during periods of high energy use.
- Our **Lighting and Appliance Program** provides discounted pricing on ENERGY STAR™ qualified compact fluorescent light bulbs (CFLs) purchased at participating store locations and offers you rebates on the purchase of ENERGY STAR qualified appliances — money up front in addition to the ongoing savings you'll enjoy.
- **My Account**, Pepco's Online Energy Audit Tool, is a FREE do-it-yourself, web-based tool to analyze your current home energy costs.
- A **Quick Home Energy Check-up** is a no-cost program that brings a Home Check-up Professional to your home to show you ways to use energy wisely and provide energy-saving products.
- The **Home Performance with ENERGY STAR®** assessment is a comprehensive, whole-house approach to improving your home's energy efficiency, comfort and safety with rebates after the home improvements are completed. And save up to 50 percent on improvements when combined with rebates from the Maryland Energy Administration. Visit www.energy.state.md.us/homeperformance for details.
- The **HVAC Efficiency Program** offers incentives and rebates for the installation and tune-ups of high-efficiency HVAC equipment.
- The **Income Eligible Energy Efficiency Program** provides customized energy-saving products and services to eligible residential customers — at no additional cost.

Learn more about these programs 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.



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.

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 Maryland Public Service Commission requires Pepco to 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.