

# Lines

DC



A PHH Company

## Special Issue

### *If you need help paying your electric bill...*

If you are experiencing difficulty paying your Pepco bill, we encourage you to call us and make payment arrangements. Pepco has a number of options that can make paying your electric bill easier and more convenient. Please call us at (202) 833-7500 to help avoid the complications and inconvenience of a service disconnection. Our Customer Service Representatives are happy to work with you to address your special needs.

## Payment Plans

When you call our Customer Service line at (202) 833-7500 you will reach our new, voice-activated system. When the menu offers transaction options, simply say "more choices." Then say, "programs and services," and you will be transferred to a service representative who will help identify the right payment plan for you.

### **Time Payment Arrangement Plan**

Under this plan, customers experiencing financial conditions that make it difficult to keep their accounts current can arrange to make installment payments on their current bill, as well as a portion of any overdue bill.

### **Average Payment Plan**

Under this plan, your annual cost of electricity is estimated and divided into 12 equal monthly installments.

To qualify, your account must be current. Your account will be reviewed periodically and the averaged payment amount adjusted to reflect substantial changes you may have in your electricity usage. Two adjustments may be made during any plan year. The final installment amount may slightly increase or decrease to settle your balance.

### **Extended Payment Date Plan**

This plan is available to you if your main source of income is Social Security, Aid To Families with Dependent Children or other government-sponsored, income-assistance programs. Sometimes monthly aid doesn't arrive in time to pay bills when they are due. Pepco's Extended Payment Date Plan permits qualified customers to extend the due date of their current electric bill to the 5th of each month to correspond with the normal mailing of government and income-assisted checks.

## **Programs for Special Needs**

### **Third Party Notification**

If you are ill, unable to manage your own business affairs, or plan to be away from home for an extended period of time, you may designate a relative, friend, member of the clergy, or other third party to act quickly and prevent disconnection of electric service on your behalf. The third party must agree to participate in this program, but is not obligated to pay the bill, nor does he or she have any legal responsibility; however, that person can arrange for payment of your bill or investigate the situation on your behalf.

### **Residential Aid Discount (RAD)**

Pepco's RAD program provides qualified District of Columbia customers with a 32 percent discount off the first 400 kilowatt-hours of electricity used in the winter months (November-May) and a 63 percent discount off the first 400 kilowatt-hours used in summer months (June-October). For qualified residential space heating (all-elec-

tric heating) customers, a 51 percent discount is provided for the first 700 kilowatt-hours of electricity used during the winter months, and a 39 percent discount for the first 700 kilowatt-hours used during the summer months.

RAD rates apply only to Pepco's regulated distribution and standard offer service charges. RAD does not apply to service charges from alternative electric suppliers. To be eligible for RAD, D.C. customers must be certified by the District of Columbia Energy Office (DCEO) as meeting eligibility requirements for the Low-Income Home Energy Assistance Program (LIHEAP). To apply by mail, call (202) 833-7500 and we'll send you an application. Customers also may apply for the RAD program at any Pepco Customer Service Center, or at the D.C. Energy Office. Call Pepco for more information.

## **Local Energy Assistance**

### **Low-Income Home Energy Assistance Program (LIHEAP)**

LIHEAP provides financial assistance to qualified D.C. residents who meet certain income guidelines. It helps pay for your home's primary heating source, whether you heat your home electrically, or with gas, oil, coal, wood, kerosene or propane. Call the D.C. Energy Office Hotline at (202) 673-6750 for more information.

### **Washington Area Fuel Fund (WAFF)**

The Washington Area Fuel Fund, operated by the Salvation Army from January through April, helps qualified customers pay their heating bills. For more details, contact the Salvation Army at (202) 332-5000.

### **D.C. Energy Office Hotline Services**

Call the D.C. Energy Office Hotline at (202) 673-6750 for assistance with energy-related problems and emergencies.

## Bill Payment Options

To arrange payment by phone using your checking account, call our voice-activated system at (202) 833-7500 and say “billing.” After your account information is verified, say “pay by phone” to complete the transaction. To speed service, please have your checking account and check routing numbers available when you call. This service is free.

Pepco offers a number of convenient ways to pay your electric bill. View and pay your bill at [www.pepco.com](http://www.pepco.com) with Pepco’s Online Bill Pay anytime and anywhere you have Internet access, with no added service charge. Sign up for Pre-Authorized Transfer (PAT) and have your bill automatically paid from your checking account. You also can pay your bill using a credit card, debit card or electronic check by calling BillMatrix anytime at 1-800-960-1242. Or, visit any America’s Cash Express (ACE) store, Western Union or Global Express location where cash, checks and money orders are accepted. When using these services have your Pepco bill and method of payment handy. BillMatrix, Global Express and ACE charge a fee for their services. Don’t forget to check with your bank or credit union and ask about their “bill payer” services.

Finally, look for the new self-serve payment kiosks at our customer service centers. The downtown Washington center is open 8:30 a.m. - 5:15 p.m.; Forestville from 7 a.m. - 7 p.m.; and Rockville is open from 9 a.m. - 5 p.m. The service is free.

## For More Information

For questions regarding billing and payment arrangements, please call us at (202) 833-7500, between 7 a.m. and 8 p.m., Monday through Friday.



A PHI Company

**701 Ninth Street, N.W.**  
**Washington, DC 20068**  
**[www.pepco.com](http://www.pepco.com)**



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**Customer Service: (202) 833-7500**

TTY Telephone Number for Hearing Impaired: **(202) 872-2369**

Habla Español (cualquier hora): **(202) 872-4641**