



## Take Control of Home Heating Costs

While customers who purchase electricity from Pepco, called Standard Offer Service, will see their electricity rates remain stable this winter, overall energy costs are rising and energy conservation can help keep your energy bills down.

Here are a few steps you can take to reduce your energy use and save on your heating bill:

- Lower the temperature setting on your thermostat. You save three percent on your heating bill for every degree you lower the setting.
- Change furnace filters on a monthly basis. A clogged filter can use up to five percent more energy.
- Set your refrigerator thermostat between 38 and 40 degrees and your freezer at five degrees. Also, clean the coils on a regular basis to reduce the amount of energy those appliances use.
- Use the microwave when possible rather than the oven. The microwave uses less energy.
- Use cold water when practical rather than hot to operate your food disposal or to perform other tasks in and around your home.

Pepco has an extensive list of energy conservation tips. Visit our Web site at [www.pepco.com](http://www.pepco.com) and click on the "Read conservation tips" link. We also have a new brochure with energy savings ideas and information on where to get help paying energy bills. It's called "Take the Chill Out of Winter Heating Bills". To get your copy, log on to [www.pepco.com](http://www.pepco.com) or call 202-833-7500. The Alliance to Save Energy also has more energy-saving information at [www.ase.org](http://www.ase.org).

### Test Your Energy-Savings IQ

**1** Compact fluorescent bulbs use less energy than incandescent bulbs and last longer.

**a )** True **b )** False

**2** You can save \_\_\_\_% on your heating costs for every degree you reduce the temperature below 70 degrees during the heating season.

**a )** 1% **b )** 3% **c )** 5%

**3** Adding weather stripping and caulk can save you \_\_\_\_% or more in annual energy costs?

**a )** 3% **b )** 5% **c )** 10%

**4** If you have a forced-air heating system, how often should you clean or replace the filter?

**a )** every two weeks  
**b )** monthly **c )** every other month **d )** every six months

**5** In the winter, \_\_\_\_ is second to space heating in energy consumption.

**a )** lighting **b )** cooking  
**c )** water heating

### Answers

1) a 2) b 3) c 4) b 5) c

## HELP IS AVAILABLE FOR PAYING WINTER ENERGY BILLS

Maryland residents who need help in paying their heating and electric bills may qualify for assistance through the Maryland Energy Assistance Program (MEAP). The program is administered by the Maryland Office of Home Energy Programs.

For residents who are qualified and are accepted into the program the state will assist them in paying their energy bills by making direct payments to their utility or fuel supplier.

The Electric Universal Service Program (EUSP) and the Utility Service Protection Program (USPP) are additional sources of help for low-income customers. To learn more about these programs and to determine if you qualify, contact your county energy assistance office:

### Montgomery County

Dept. of Health & Human Services

1301 Piccard Dr., Rockville

(240) 777-4450

Hours: 8:30 a.m.-5 p.m.

### Prince George's County

Dept. of Social Services

425 Brightseat Rd., Landover

(301) 909-6300

Hours: 8:30 a.m.-4:30 p.m.

*Important note: Pepco customers who are having difficulty paying their energy bill should contact Pepco immediately at 202-833-7500 to discuss payment options and other assistance.*

The Washington Area Fuel Fund (WAFF) also helps qualified customers pay their heating bills. Apply by contacting the Salvation Army at 1-888-318-WAFF



## Pepco Web Site Features New Look

Pepco's Web site has a fresh new look. We have redesigned the site to improve navigation and make it easier for you to find the information you need, such as power outage information, options for paying your electric bill, tips on ways to

conserve energy and save money, as well as a variety of other useful topics.

Focus groups were held with customers to get their thoughts on making the site more convenient and user friendly and the new design reflects that input. So log on to [www.pepco.com](http://www.pepco.com) and check it out.

We welcome additional ideas for improving the site. Go to the home page, click on the "comments and inquiries" link and forward your suggestions.



A PHI Company

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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)