

Lines

THE NEWSLETTER FOR PEPCO CUSTOMERS

WWW.PEPCO.COM

JAN 2007



DID YOU KNOW?

Q: Who can I call to get help paying my utility bills?

A: Contact Pepco first by calling Customer Care at 202-833-7500. Pepco offers several alternate payment plans including Average Payment, Extended Payment Date and Time Payment Arrangement.

For District of Columbia residents, assistance also is available through the D.C. Energy Office (DCEO) at 202-673-6750. DCEO offers help through the Low-Income Home Energy Assistance Program (LIHEAP), the Reliable Energy Trust Fund (RETF) and Residential Aid Discount (RAD), which provides qualified District customers a discount on their electric bill.

Several utility assistance programs are available to

(cont. on back)

We're connected to you by more than power lines.™

Two Construction Projects Will Ensure Reliable Service

Pepco has two construction projects under way that will help maintain a reliable supply of electricity for customers.

One project involves building two 230,000-volt underground power lines next to two existing lines of the same voltage. The new lines effectively double the capacity of electricity that can be delivered along the route which runs from Oxon Hill, Md., to the District of Columbia.

Because the new lines are being built largely along an existing route, the environmental impact associated with their construction is minimized. Building began early last year and is expected to be completed later this summer.

Another project is the construction of a new substation in the District of Columbia. The facility is needed to meet the growing demand for electricity brought on by a revitalization of the East End and Northeast portions of the District.

Substations are a crucial link in the electric system. They "step down" high voltage to lower voltage. The power is then distributed over several lines to be safely used by residential and commercial customers.

These two projects will enhance Pepco's ability to deliver safe, reliable service to customers.



A construction worker lowers a steel pipe in the ground as part of a project to add two new transmission lines. Each pipe is 8 5/8 inches in diameter and houses a 230,000-volt underground power line. The new power lines, which run from Oxon Hill to the District, will provide added capacity for serving Pepco customers.

Winter Safety Tips

Pepco reminds you to focus on safety if you use a portable generator, a space heater or candles. The following tips will help keep you safe:

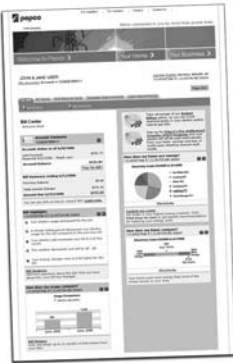
- When using a portable generator, follow the manufacturer's instructions completely and NEVER use a generator indoors, even in a garage or shed. Gasoline-powered generators produce carbon monoxide which can be deadly.
- Never store gasoline in your home or near fuel-burning appliances.
- Follow manufacturer's instructions when using a space heater.
- Operate space heaters on a non-flammable surface and keep them at least four feet away from furniture and drapes.
- Do not go to sleep with a space heater operating, and be sure to keep children and pets away from heaters.
- Pepco does not recommend the use of candles. Use a flashlight instead if there is a power outage. If you do burn candles, never leave them unattended and make sure children and pets do not knock them over.

For more indoor safety tips, visit www.pepco.com, and click on "Learn about Safety."

Energy Know How Solutions – Your Key to Savings

Pepco is committed to seeing that you get the most for your electricity dollar. That's why we offer an online tool to help you do just that.

It's called Energy Know How Solutions, a fast and convenient way for residential and small commercial customers to get detailed information about their energy use and energy costs.



Solutions is a powerful, interactive application that helps you conduct an energy audit of your home, analyze your monthly bill to find out why it went up or down and learn how much it costs to run appliances.

What's more, all information is customized to your energy use, not an overall average, so you know exactly where your electricity dollar is going and why.

Log on to www.pepco.com today. Make sure you have your account number and the name as it is written on your bill when accessing Energy Know How Solutions online.

WHEN CAN I GET AN ESTIMATED RESTORATION TIME?

Generally Pepco will have estimated restoration times once crews complete damage assessments. They are provided on our Web site at www.pepco.com, or by calling 1-877-PEPCO-62 (1-877-737-2662).

As soon as the storm passes, our damage assessment teams begin determining the extent of the damage so we can prioritize the work. In many cases, we need to remove

Did You Know? (cont. from front)

Maryland residents. The Maryland Energy Assistance Program (MEAP) offers help with home heating bills. Additional help is available through the Electric Universal Service Program (EUSP) and the Utility Service Protection Program (USPP). For information on these programs and how to apply, contact the following agencies:

Montgomery County

Dept. of Health & Human Services
1301 Piccard Drive, Rockville, Md.
240-777-4450

Prince George's County

Department of Social Services
425 Brightseat Rd., Lanham, Md.
301-909-6300

Information on MEAP also is available at www.dhr.state.md.us/meap.

If you have a question that you would like answered in this column, please send it to:

Postal Address:

Did You Know Column, Pepco
Corporate Communications
701 Ninth St., N.W., EP9626
Washington, DC 20068

Fax: 202-331-4857,
Attn: Did You Know Column

E-mail:

Energy.News@PepcoHoldings.com,
Attn: Did You Know Column

trees and debris to get access to damaged equipment and determine what needs to be fixed. This can sometimes take several hours or, following a large storm, up to a day after the storm passes.

For more information about power restoration and how to be prepared for possible outages, log on to www.pepco.com and click on "Emergency Preparedness."



A PHI Company

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)