

Lines

POWER OUT?
1-877-PEPCO-62



A PHI Company

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Weathering the Next Emergency ... Are You Ready?

Summer is here. The hot and humid conditions can create severe storms which can down power lines, resulting in outages.

At Pepco, we are constantly reviewing and updating our emergency response plan. For example, when storms threaten we increase staffing levels, shift resources as appropriate and work with local governments to activate emergency procedures.

Pepco also is making emergency preparations in case a pandemic flu strikes our area. This involves determining best allocation of resources and working cooperatively with local fire, police and emergency medical personnel.



HERE'S WHAT YOU CAN DO TO BE PREPARED:

Just as Pepco makes emergency preparations, we recommend that customers plan ahead for the possibility of extended outages in the event of storms. Here are some helpful tips:

- Have an emergency "supply kit" on hand. It should include a flashlight, fresh batteries, a battery-powered radio, at least a three-day supply of water and non-perishable food, a hand-operated can opener and a first aid kit.
- Plan ahead for anyone in your home who may have special needs, such as those who may be on power-dependent medical devices. Have an alternate location with emergency power capability and plan to take them there.
- Have enough medications on hand in case travel restrictions hamper your ability to obtain refills.
- Make sure you have a telephone with a cord or a cell phone to use as a backup. Cordless phones will not work when the power is out. Also, teach children how and when to call emergency numbers.
- If it appears power will be out for more than two-to-four hours, transfer refrigerated foods to an insulated cooler surrounded by "wet" ice.

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

As a reminder, Pepco no longer distributes dry ice. We discontinued the practice last year so that in times of widespread power outages we can devote our full resources to restoring power.

Dry ice can be purchased at some retail stores. However, conventional “wet ice” is a better option due to ease of handling, and is available at a greater number of retail locations.

We have more tips on preparing to weather the next storm. Visit our Web site at www.pepco.com and click on the Weathering the Storm brochure. You'll also find quick reference fact sheets in several languages with more tips and information.

To learn more about a potential pandemic flu outbreak and emergency preparedness steps you can take, visit the federal government's Web site www.pandemicflu.gov.

HELP FOR CUSTOMERS ON LIFE-SUPPORT EQUIPMENT



Despite our best efforts to provide reliable electric service, extended outages can occasionally happen thanks to severe weather. If you're on life-support equipment, such as a respirator or dialysis machine, here are some tips on how to be prepared.

Have a backup plan and make arrangements now for longer-term outages. You may want to ask a relative or friend who has power if you can stay with them.

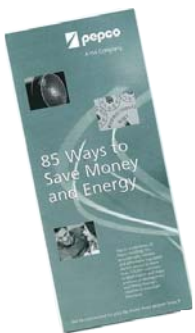
Consider whether a portable generator is right for your situation. If you purchase a generator, install it correctly and follow all safety directions.

Sign up for Pepco's Emergency Medical Equipment Notification Program.

This service provides automatic advance notice of scheduled outages for maintenance as well as warnings of approaching large storms such as hurricanes. The program, however, does not offer priority restoration following outages. Customers must have their physician certify that a medical need exists.

To enroll or to obtain a free brochure, call 202-833-7500. Or visit www.pepco.com to download the brochure.

Did You Know There Are 85 Ways to Save Energy & Money?



Pepco's *85 Ways to Save Money & Energy* brochure is full of things you can do to conserve energy and save on your electric bill. Check it out on our Web site at www.pepco.com, where you can download a copy.

If you do not have Web access, call our Customer Care Center at 202-833-7500 to request a copy.



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701 Ninth Street, N.W.
Washington, DC 20068
www.pepco.com



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)