



## Pepco Has the Solution for Saving Energy and Money

Pepco customers now have a powerful new tool at their fingertips that analyzes their utility bills, explains how they consume energy, and offers ways to use less energy and save money. It's called Energy Know How Solutions™, and it's available free online at [www.pepco.com](http://www.pepco.com).

Energy Know How Solutions™ is fast and easy to use. The tool provides residential and small business customers with detailed information on their energy costs, including specific costs on operating appliances and equipment. All information is based on an individual customer's monthly energy use and bill.

Customers can learn why their bill may have changed from one month to the next, compare their energy costs to similar households and businesses, take an energy audit, and receive sound advice on energy efficiency steps that will help them save on their monthly bill.

**energy**  
**KNOW HOW**  
*Solutions™*

Even customers who don't have access to the Internet are able to take advantage of the tool by calling Pepco Customer Care at (202) 833-7500. A customer service representative will "walk" the caller through the tool over the phone and provide the same information as if the customer were actually browsing the program online.

When accessing Energy Know How Solutions™ online, customers will need their account number and the name on the account exactly as it is written on their bill. So visit [www.pepco.com](http://www.pepco.com) today and become a knowledgeable energy user.

### Low Cost—No Cost Ways to Save Energy

Here are four easy conservation steps that can save you UP TO \$57 per month on your utility bill.

- Turn the thermostat back about 4 degrees in the winter and up 3 degrees in the summer and save up to \$18 a month.
- Seal leaky ductwork, caulk around windows and weather-strip doors to save up to \$24 a month.
- Replace traditional light bulbs with compact fluorescent bulbs and save up to \$9 a month.
- Wash clothes in cold water and save up to \$6 a month.

Visit [pepco.com](http://pepco.com) or call (202) 833-7500 to request our brochure "85 Ways to Save Money and Energy."

Source: U.S. Department of Energy

## WATCH OUT FOR OVERHEAD POWER LINES

Overhead power lines can present hazards for anyone doing outside work. Whether you're a homeowner cleaning gutters or a contractor operating a crane, always remember that accidental contact with power lines can result in serious injury or death. Below are some important tips to help you work safely.

- Maintain proper clearances. Keep a minimum of 10 feet when working below or adjacent to power lines.
- When carrying long or tall items such as poles, ladders, scaffolding or tree saws, hold them parallel to the ground to avoid contact with power lines or other overhead wires.
- Never go near or touch a fallen power line. Call Pepco at (202) 872-3432 to report downed wires.

Pepco has more safety tips at [www.pepco.com](http://www.pepco.com). There you can download our new brochure, "Work Safely Near Power Lines." It's also available by calling (202) 833-7500.

## Why Does Power Restoration Sometimes Take So Long?

When storms bring down a large number of trees and poles, we must first survey the damage to determine the number of crews and type of equipment needed, and make the area safe from downed power lines.

Next, we clear debris and damaged equipment so that crews and replacement materials can get into the area. Broken poles must be removed and replaced, a process that can take up to an entire day.

Sometimes, broken poles and downed spans of wire are in locations that are not accessible by bucket truck. These repairs take longer, and require our crews to climb each pole to replace the equipment and power lines. Also, as crews work, they may uncover additional problems that extend the restoration time.

Log on to [www.pepco.com](http://www.pepco.com) for more information on how Pepco restores service and how you can prepare for stormy weather.

## Automated Outage Line Speeds Restoration

Our outage reporting system at 1-877-PEPCO-62 is designed to speed the restoration process. The automated phone system is quicker than having a representative take the information, because it automatically feeds your outage information into our computer system. The phone system can handle up to 100,000 calls an hour, reducing busy signals and hold times.

The system works by matching your phone number to your account, so it's important we have your current phone number on file. If you report your outage from another number, you will be asked to provide additional information such as your address or account number. To update your phone number, call (202) 835-1007 anytime.

Pepco depends on customer calls to expedite our analysis of power outages and identify their magnitude. So please remain on the line after any informational announcement to report your outage. You also will be prompted to choose a call-back option from Pepco to verify that your power has been restored. The system is designed to call you from 6 a.m. to 10 p.m.



A PHI Company

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[www.pepco.com](http://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)