

FOCUSED ON RELIABILITY



In the wake of Hurricane Irene, we want to thank you, our customers, for your patience and for supporting our crews who worked hard to get the power fully restored. We know that even a single power disruption is an inconvenience.

Pepco's focus is squarely on our work to increase reliability and restore power quickly if it goes out. We are trimming more than 2,000 miles of trees, upgrading power lines and preparing to attack outages faster with new technologies and strategies. These are our top priorities.

After last weekend's storm, we were able to restore power to more than 60 percent of affected customers within 24 hours and to more than 95 percent within 48 hours. To keep you fully informed, we want to share with you how we prepared for Hurricane Irene and how we responded:

- We developed a new comprehensive storm response strategy, which enabled us to prepare and mobilize maximum internal and external resources to attack the outages;
- We brought in more than 800 line workers from utilities as far away as Louisiana and Texas, many of whom were in place days before the storm hit;
- We made calls to more than 640,000 customers before the hurricane struck, urging them to prepare for the likelihood of a severe storm;
- We received more than 240,000 calls from customers during the event, 98 percent of which were answered within 30 seconds. Those calls were crucial to our ability to locate outages and send out crews. Thank you for helping us.

Thanks are also due to our government officials, first responders and a special thanks to our employees — not only those who labored long hours restoring service — but also those who answered phones and worked behind the scenes.

We are dedicated to doing even better as we continue system upgrades, installation of new technologies and adoption of improved procedures to provide more reliable electric service for all our customers.

We're making progress to improve reliability and our work continues.



Your life. Plugged in.™

