



CHATBOT HOW-TO GUIDE

Want to report an outage, check outage status or check your account balance using your smart home device? Simply download the Pepco skill and get started! Below are the steps to download the Pepco skills to your devices.

Google Home

1. Install and open the Google Assistant App .
2. Say or type "Talk to Pepco".
3. For first time users, the bot will ask to link your Pepco account.
4. After successful account linking, you will be redirected to the chat page where you can start interacting with the Pepco virtual assistant.
5. If your Pepco account is already linked with Google Assistant, then you will be redirected to the chat with the initial greeting message.

Amazon Alexa

1. Open the Alexa app, go to the more  (bottom right corner) and select "Skills and Games". Or, go to the [Alexa Skills store](#) on the Amazon website.
2. Search for the "Pepco" skill.
3. Select the skill and open the skill detail page. Then select the "Enable to Use" option. After you enable the skill, you will be redirected to the account linking page where you can link your Pepco account. After successful account linking, you will be redirected back to the Amazon app.
4. Engage your Pepco Skill to interact with it further.



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