

# AT YOUR SERVICE

## 2018-2019



### Information for Our Customers in the District of Columbia

At Your Service is prepared in accordance with the Public Service Commission of the District of Columbia rules. This publication is also available in Spanish upon request by calling 202-833-7500.

Esta publicación está disponible en español llame a 202-833-7500 para recibir una copia.



An Exelon Company

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## PEPCO IS "AT YOUR SERVICE"

Our mission is to provide you with safe, reliable electric service. For your convenience, we provide this booklet as a reference to the guidelines and policies that govern your account.

### ELECTRIC CHOICE

You have the option to receive your electricity from Pepco under Standard Offer Service (SOS) or shop among licensed competitive electricity providers and choose an electricity supplier other than Pepco. By shopping, you may be able to save money on your electric bill or buy more environmentally friendly electricity.

Whether you choose to stay with Pepco as your electric supplier, or choose another supplier, we will continue to provide safe and reliable electric distribution service. We also will continue to restore service in the event of any disruption, such as weather related events. The reliability of your service will not be affected by your choice.

### Supply Price Comparison Information

To help you evaluate offers from suppliers, we provide the current Pepco seasonal price of SOS electricity, the price of SOS electricity for the next season (when available) and a 12-month weighted average cost of SOS electricity on an annual basis based on the seasonal prices. This information can be found on our website and on your bill. The supply price information is provided in cents per kilowatt-hour (kWh) that includes the costs for SOS and transmission service.

The supply price does not include other parts of your electricity bill such as the cost to deliver electricity to your home, taxes and other charges that stay the same regardless of which company you choose as your supplier. When evaluating supply offers, you should know the price information for each potential supplier and the amount of electricity you use each month.

Suppliers are licensed by the Public Service Commission of the District of Columbia ("the Commission"). Review suppliers' materials before making any decisions. For more information, visit [www.dcpsc.org](http://www.dcpsc.org) or [pepco.com](http://pepco.com).

## CUSTOMER SERVICE

### Phone

Call us at 202-833-7500, between 7 a.m. and 8 p.m., Monday – Friday, with questions or for information about our programs.

### Online

You can also submit your questions online by visiting [pepco.com/contactform](http://pepco.com/contactform).

### Reporting Outages

There are several ways you can report outages and get information.

**Phone:** Call 1-877-PEPCO-62 (1-877-737-2662) any time to report your outage. Please request a call-back so we can verify if individual or small groups of outages still exist. To facilitate automatic call-back with service updates, please register the telephone number of your service address by calling the Telephone Update Line at 202-835-1007. Have your account number, located on your bill, handy.

**Online:** Go to [pepco.com](http://pepco.com) and click on “Outages.”

- Report an outage quickly and get real-time updates by entering your account information
- With our dynamic outage maps, you can zoom in to see outages and estimates for when power will be restored in a specific location (outage map information is updated every 10 minutes)
- Access important contact information

**Mobile Devices:** Our free Pepco Self-Service app lets you get the latest news, report an outage, access outage maps of your area, call us directly and get estimates for when power will be restored – all on your smartphone or tablet.

Visit [pepco.com/mobileapp](http://pepco.com/mobileapp) or your app store to download our mobile app today.

### Wires Down

Call 1-877-737-2662 and follow the prompts or TTY 1-800-643-3768 (English) or 1-800-546-7111 (Spanish) any time.

### Multi-Language Service

Our Customer Care Representatives can assist customers in 200 languages. All non-English speaking customers can call us at 202-833-7500.

### Mail

If you prefer to write, please address all correspondence to:

Pepco  
Customer Correspondence, 7<sup>th</sup> Floor  
701 Ninth Street, N.W.  
Washington, DC 20068-0001

Remember to include your account number, service address, email address and daytime and home phone numbers with your letter.

### In Person

For your convenience, our Customer Service Centers in the District of Columbia and Maryland are open Monday through Friday at the following locations and times:

#### Washington, D.C.

701 Ninth Street, N.W.\* . . . . . 8:30 a.m. – 5:15 p.m.  
2300 Martin Luther King, Jr., Ave., S.E. . . . . 9 a.m. – 5 p.m.

#### Maryland

8300 Old Marlboro Pike, Forestville, MD\*  
Cashier’s window . . . . . M,W,F: 10 a.m. – 2 p.m.  
Business office. . . . . 10 a.m. – 2 p.m.  
201 West Gude Drive\*  
Rockville, MD. . . . . 10 a.m. – 2 p.m.

\*These locations have after-hours deposit boxes for the payment of bills.

## OFFICE OF THE CUSTOMER ADVOCATE

Our Customer Advocate team stands ready to listen to your individual concerns whether you are a residential customer, small business establishment or a large commercial customer. The Office of the Customer Advocate will facilitate the resolution of customer issues between you and Pepco. We also provide information and education on a wide range of energy issues in the communities that we serve.

The Office of the Customer Advocate can be reached at 1-855-PHIADVOCATE (1-855-744-2386) or via email at [customeradvocate@pepco.com](mailto:customeradvocate@pepco.com).

## YOUR ELECTRIC SERVICE

### Applying For or Transferring Service

You can request electric service on our website at [pepco.com](http://pepco.com), by phone at 202-833-7500, in writing or in person at one of our Customer Service Centers. As many as two individuals can be listed on the account. Only persons whose names appear on the account may make changes to the account or to the electric service.

### Customer Deposits

You may be required to pay a deposit or establish satisfactory credit. If a deposit is required for residential customers, it will be two months of the estimated average annual bill or \$100, whichever is less. A Deposit and accrued interest will be refunded promptly or credited to your account upon payment of all proper Charges for Utility service for twelve (12) consecutive months.

Other deposit arrangements are made in cases involving short-term or special service conditions. Residential deposits are typically automatically assessed on the first bill. The customer can request up to three months to pay the security deposit once it is assessed. Customers over the age of 60 and military families may be exempt from a deposit on new service.

If you refuse to pay a deposit, service may be denied or disconnected. Deposits may not be applied against overdue bills. A copy of the residential deposit rules, as adopted by the Commission, is available upon request.

### How to Discontinue Service

To transfer or terminate service for any reason, please notify us at least three business days in advance of the desired discontinuance date at [pepco.com](http://pepco.com), by phone, by mail or in person. **The three business days' notice is important because you are responsible for — and may be billed for — all service at the previous service address for 3 days after the date of such notice.** If no new party is moving in, the service may be disconnected. If you use a competitive electricity supplier, we will notify the supplier of the discontinuance of service. However, we also encourage customers to contact their suppliers directly to discuss discontinuing their supply service.

After you close your account, we will send you a final bill. Closed accounts that remain unpaid after the due date will be referred for collection. In addition, future requests for service will be delayed until all amounts due are paid in full and deposit requirements have been satisfied.

## PEPCO'S ELECTRIC METER

Smart meters feature a digital display and are equipped with two-way communications between your home and Pepco.

They provide you with detailed information that can help you understand and make decisions about your energy use. Smart meters also provide benefits for customers, including energy management tools through My Account, remote connects and disconnects when moving, remote meter readings and fewer estimated bills. In addition, smart meters provide faster outage detection if an outage occurs.

For more information about smart meters and their benefits, visit [pepco.com/energytools](http://pepco.com/energytools) or call 202-833-7500.

## Meter Accuracy

We routinely test our meters for accuracy according to Commission regulations. Customers may request a meter accuracy test at no charge every 12 months as well as a meter test referred by the Commission.

## Estimated Readings

Estimated readings may be used for your bill when a meter has not been read. Your bill will state that it is based on estimated meter readings, when applicable.

## BILLING INFORMATION AND PROCEDURES

The service period for normal monthly billing varies from 25 to 35 days. For residential customers, initial bills may cover service periods that can vary from 16 to 45 days. Commercial customers may receive initial bills for service periods less than 16 days.

## Understanding Your Bill

There are three major components that make up your electric bill:

- Generation (producing electricity)
- Transmission (sending electricity over long distances)
- Distribution (sending electricity to the customer)

Also included are taxes and surcharges imposed by the government and regulators.

## How Your Bill is Calculated

To calculate your electric bill, we:

- determine how many kilowatt-hours of electricity were used during the service period covered by the bill;
- multiply the number of kilowatt hours used by applicable rate schedule, surcharges, taxes and credits;
- add a fixed customer charge.

If you have any questions or concerns about how your bill was computed, you may contact us online, by phone, by mail or in person. You can also view your Pepco bill through My Account on [pepco.com](http://pepco.com). If you do not receive Standard Offer Service from us, check with your energy supplier for questions about generation and transmission charges.

## Understanding Your Electric Service Rates

Your Pepco bill is calculated based on the kilowatt-hours consumed and the rate schedule that applies to your account.

Customers can view the rate schedules in Pepco's Tariff by visiting [pepco.com/dctariffs](http://pepco.com/dctariffs). Changes in usage, equipment or regulatory actions, however, may affect the rate that is applied to your account.

Demand for electricity is higher during extreme winter or summer weather conditions. Please note that increased electricity use drives up energy costs. Your billing indicates whether summer rates (June–October) or winter rates (November–May) are in effect. Check the listings below to make sure you are being billed on the correct rate schedule.

## Residential Rate Schedules for Electric Service Residential Service\*

R Residential

\*You may view Pepco's rates at [pepco.com](http://pepco.com) under [pepco.com/dctariffs](http://pepco.com/dctariffs) or obtain a copy by calling 202-833-7500.

## Master-Metered Apartments

If you are an owner, agent, lessor or manager of a condominium or master-metered apartment building consisting of three or more rental units where the electricity measured is predominantly for residential use you may be eligible to be billed on the Master-Meter Apartment tariff. Call 202-833-7500 for more information.

## PAYING YOUR BILL

### Mail

Mail your payment to: Pepco, P.O. Box 13608, Philadelphia, PA 19101-3608. You are encouraged to use the self-addressed envelope included in each month's bill. Please allow enough time for the payment to reach us by the payment date.

### In Person

- **Pepco Customer Service Centers:** Pay in person during business hours or use our after-hours drop boxes (see page 3 for locations and times). Payments made after hours are processed the next business day.
- **ACE and Western Union:** Visit any ACE or Western Union location in the Washington Metropolitan area, where cash, checks and money orders are accepted. Please note that some locations do not accept checks. You must provide your Pepco bill or account number when paying. A fee is charged for these services. For a list of locations, visit our website at [pepco.com](http://pepco.com) or call 202-833-7500.

### Online

Access your electric bill and make payments online at [pepco.com](http://pepco.com) by registering for My Account, a secure self-service option that allows you to view and pay your bill, understand why your bill has changed and discover ways to save energy. Once you are signed in, you can also enroll in AutoPay so that your bills will be paid automatically on the due date.

### Credit Card

Pay with credit card or electronic funds transfer by visiting [pepco.com](http://pepco.com), downloading our mobile app or by calling 202-833-7500. Have your Pepco account number, zip code and payment information handy. Visa, MasterCard, American Express and Discover are accepted as well as ATM/Debit cards bearing the NYCE, PULSE, STAR or ACCEL logos. A Western Union Speedpay fee will apply for all card payments.

## PAYMENT POLICIES

### Late Payment Charges

The payment date is the date we must receive payment, not the postmarked date, as your bill is for electricity already used. Bills are due when rendered and are payable within 20 days. If not paid by the due date shown on the bill, a late payment charge will be added to the remaining unpaid balance each billing month thereafter. Repeated late payments may result in disconnection and collection action.

### Returned Checks

We charge a \$5 service fee for returned checks. The first time a check is returned, the fee may be waived. If more than one check is returned in any 12-month period, we will not accept another personal check. We will require future payments to be made in cash, by certified check or by money order.

### Electronic Funds Transfer

When you send a check as payment, we use information from your check to make an electronic funds transfer. Funds may be withdrawn from your account the same day we receive your payment. You will not receive your check back from your financial institution.

## PAYMENT PLANS

If you are having trouble paying your bill, please call us at 202-833-7500 and let us know. The following alternate payment plans may be helpful:

**Budget Billing** – Budget Billing is available for customers who would like to be able to budget for electricity rather than paying bills that vary monthly and seasonally. With budget billing, your estimated energy costs are spread evenly over the entire year. The plan is open to residential customers and small non-residential customers who meet eligibility criteria.

**Extended Due Date** – If your main source of total household income is from government or other low-income assistance programs, you may be eligible for an extended due date. If your bill is due just before your assistance

check arrives, we may be able to extend the due date to help you avoid paying late charges.

**Payment Installment Plan** – If you are experiencing temporary financial conditions that make it difficult to keep your account current, you may be eligible for paying installments on your current bill, as well as a portion of any unpaid balance.

## DISCONNECTION AND RECONNECTION OF SERVICE

### Reasons and Procedures for Disconnection of Service

For customers who work with us in good faith, we can help you avoid having your service disconnected. If you are having trouble paying your bill, please let us know. We have several different payment plans to assist customers (see page 9).

**The situations in which we can disconnect your electric service without notice and despite weather conditions are:**

- electrical safety hazards on the premises;
- use of customer equipment in such a manner that damages it or affects service to others;
- unauthorized use of service;
- tampering with Pepco equipment.

**We may disconnect service after 15 days' notice in situations that include, but are not limited to, the following:**

- falsifying information when applying for service;
- failure to allow us to access our equipment;
- nonpayment of a delinquent account;
- failure to post a cash security deposit or guarantee of payment, when required;
- failure to comply with the terms of a payment installment plan.

### Service Disconnection Procedures

If it becomes necessary to disconnect a customer's service, in most cases we will send a final notice of disconnection to the customer at least 15 days before the scheduled date of disconnection. For information on settling billing disputes and filing complaints, see page 12. For residential energy assistance programs, see page 13.

### Seasonal Disconnection Procedures

In certain circumstances, we will postpone disconnection for nonpayment of a delinquent account, failure to pay a cash security deposit or guarantee, or failure to comply with terms of a payment installment plan. In the winter, disconnection will be postponed when the temperature or wind chill factor is forecast to be 32° F or below during the next 24 hours or during a holiday or weekend. Service termination during the summer will be suspended on days when the forecast temperature or heat index exceeds 95° F for a 24-hour period.

### Medical Certification Procedures

Disconnection of residential service may be postponed for up to 21 days if we are provided with a physician or public health official's certificate stating that service disconnection would be detrimental to the health and safety of a bona fide occupant of the service location.

Contact Customer Care at 202-833-7500 or visit [pepco.com/emennp](http://pepco.com/emennp) to obtain the necessary medical certification form for you and your physician or public health official to complete and fax or mail back to us.

In addition, you must enter into a payment installment plan with us. A postponement of service disconnection may be extended for one additional period, not exceeding 21 days, if the medical certificate is renewed and you successfully maintain the established payment installment plan.

## Temporary Disconnection

If you plan to do anything to your property, such as install aluminum siding or have an electrical contractor work on your main service, we will disconnect and reconnect your service, if given adequate notice to schedule a service call. There is a fee for this service. Call 202-833-7500 to request this service.

## Service Reconnection

To have service reconnected, customers must pay a reconnection fee of \$35. For disconnections that were not requested by customers, customers may be required to fulfill other obligations, such as re-applying for service or paying past-due bills in full, prior to service being restored. Service will normally be reconnected within 24 hours once all requirements have been satisfied. For safety reasons, we require that a responsible adult be present when service is reconnected.

## SETTLING BILLING DISPUTES

If you wish to dispute your bill or a service disconnection, call us for a review of your concern.

**In the course of a bill dispute, a customer is required to pay the undisputed portion of that bill for their electric service to continue.** If our review determines that the bill is accurate, the customer must pay the full amount of any outstanding balance.

If it remains unpaid, electric service may be subject to disconnection.

## Your Right to File a Complaint

You may file a confidential complaint with the Commission at the following address:

Public Service Commission of the District of Columbia  
1325 G Street, N.W. Suite 800  
Washington, DC 20005  
202-626-5100  
9 a.m. – 5:30 p.m., Monday – Friday (except holidays)  
[www.dcpsc.org](http://www.dcpsc.org)

We suggest that you include the following information with a customer complaint to the Commission:

- customer name, address and account number;
- utility involved in the dispute;
- reason for the dispute;
- summary of the customer's efforts to resolve the dispute with the utility;
- copies of bills, correspondence or other documentation.

Regardless of dispute proceedings, the customer is fully responsible for all undisputed bills — past due, current or future — for service provided by us.

**Customers may also contact the Office of the People's Counsel for the District of Columbia for assistance and legal representation.**

1133 15<sup>th</sup> Street, N.W., Suite 500  
Washington, DC 20005  
202-727-3071  
email: [ccceo@opc-dc.gov](mailto:ccceo@opc-dc.gov)

## RESIDENTIAL ENERGY ASSISTANCE PROGRAMS

Our representatives can help residential customers find agencies in the District of Columbia that provide financial assistance to help pay energy bills.

### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP provides financial assistance to qualified residents who meet certain income requirements. It helps pay for your home's primary heating source, whether you heat your home electrically, or with gas, oil, coal, wood or propane. Call the District Department of Energy and the Environment's (DOEE) hotline at 3-1-1 for more information.

### Residential Aid Discount (RAD)

Our RAD program provides qualified customers with a monthly discount called the "Residential Aid Credit," which consists of a credit for the customer charge, energy charge,



the RAD Surcharge, the Sustainable Energy Trust Fund charge, and the Energy Assistance Trust Fund charge.

To be eligible for RAD, customers must be certified by DOEE as meeting certain eligibility requirements. Call 3-1-1 for more information or visit DOEE's offices at 1200 First Street, NE, Washington, DC 20002.

### **Washington Area Fuel Fund (WAFF)**

The Washington Area Fuel Fund helps qualified customers pay their heating bills. Customers can apply for this program by contacting the Salvation Army office at 202-332-5000 (Wards 1–6) or 202-678-9771 (Wards 7–8). Customers can elect to assist low-income customers by contributing to WAFF through their monthly electric bill, monthly gas bill, online at [washingtonareafuelfund.org/donate](http://washingtonareafuelfund.org/donate), or by sending a check to: WAFF, P.O. Box 1999, Washington, DC 20013.

### **Energy Assistance Trust Fund (EATF)**

Administered by the DOEE, the Energy Assistance Trust Fund is an additional source of assistance for qualified low-income families and individuals.

### **District Department of Energy and the Environment's Office**

Call DOEE's hotline at 3-1-1 for assistance with energy-related issues.

## **EMERGENCY MEDICAL EQUIPMENT NOTIFICATION PROGRAM**

Residential customers who rely on electricity to power life-support equipment in their home can sign up for our Emergency Medical Equipment Notification Program.

Once enrolled, we will notify you of scheduled outages in your area and severe storms, when predicted, such as hurricane warnings that could lead to extended outages on our electric system. Program participants must have current medical certification from a licensed physician or public health official verifying a need exists. Contact us at 202-833-7500 to sign up.

**Please be advised that because customers who depend on medical equipment are located throughout our service area, it is not possible to provide participants with priority restoration during storm situations. If the loss of electricity would jeopardize the life or safety of persons with special medical needs, it is the customer's or occupant's responsibility to provide backup systems or other alternatives for meeting those medical needs.**

## **ENERGY WISE REWARDS™**

This program offers automatic savings up to \$120 for customers with central air conditioning or a heat pump. To learn more, call 1-866-353-5798 or visit [pepco.com/saveenergy](http://pepco.com/saveenergy).

## **NET ENERGY METERING**

We support renewable energy and partner with our customers to ensure safe and reliable interconnection of renewable energy into the electric grid. Customers who generate their own electricity with renewable energy sources can interconnect with the electric grid and receive bill credits for excess generation through net energy metering. Green Power Connection™ is our process for facilitating net energy metering interconnection requests. To learn more visit [pepco.com/gpc/dc](http://pepco.com/gpc/dc).

## **SAFETY**

### **Before You Dig, Call 8-1-1**

If you are planning to plant a tree, build a deck or begin any project that requires digging, remember to call 8-1-1 at least 48 hours in advance of construction. It is the phone number to the District One Call Center (Miss Utility) that marks underground utility lines. Calling 8-1-1 before you dig helps prevent damage to electric lines, gas pipelines and other utilities that could result in hazardous conditions and potentially expensive fines and repairs.

## Identifying a Pepco Employee

For your protection, our employees are required to carry a photo-identification card at all times. Ask to see this card if anyone claims to be our employee and wants to enter your home.

**If you have any doubt about the validity of a person claiming to represent Pepco, please call us immediately at 202-833-7500.**

## Customer Service/Atención al Cliente

Monday through Friday/Lunes a Viernes

7 a.m. – 8 p.m.

202-833-7500

## To Report Outages or Wires Down

1-877-PEPCO 62

(1-877-737-2662)

## TTY

1-800-643-3768 (English)

1-800-546-7111 (Spanish)

## District One Call Center

Call 8-1-1 before you dig

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STAY SAFE. STAY CONNECTED.

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