

WEATHERING THE STORM



An Exelon Company

Just like Pepco prepares, we encourage our customers to also be ready for severe weather. Here's how you can prepare so you'll be safe and connected if severe weather strikes.

BEFORE A STORM – Get Prepared

Assemble an Emergency Storm Kit

- Flashlights and extra batteries
- Supply of bottled water (one gallon per person per day)
- First-aid kit and prescription medications
- Non-perishable foods
- Blankets, bedding or sleeping bags
- Special medical or infant supplies
- List of emergency phone numbers

Develop an Emergency Plan

Everyone in your household should know the location of your emergency storm kit and what to do should the power go out.

- If you or someone you know uses emergency or life-support equipment, identify an alternative location with power to go to during an outage.
- Register for the **Emergency Medical Equipment Notification Program** to receive notifications of severe storms that could lead to extended outages. **Call 202-833-7500 and ask for a representative or visit pepco.com/EMENP.**

Stay Connected

- In the event we need to reach you, head to pepco.com/MyAccount to confirm we have your current phone number under "My Alerts and Notifications." While there, be sure to sign-up for Outage Alerts.
- Sign-up for text alerts. Text "OUT" to 48710 to report an outage. You must first text "ADD OUTAGE" to 48710 to sign-up for the service.

DURING A STORM – Stay Safe

Safety during a storm should be your top priority. When a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are a dangerous combination

If Power Goes Out

- In winter, gather in a central room that has an alternative source of heat such as a fireplace or wood stove
- Keep refrigerator and freezer doors closed
- In summer, close shades or curtains to keep rooms cooler
- In winter, let the sun warm rooms and close shades at night to keep warmth in
- Be safe around candles and open flames
- **Important:** If you have a generator, only operate it outdoors in a well-ventilated area, following all safety guidelines

RESTORING POWER



When power goes out, our restoration process begins as soon as conditions are safe for our professionals. We are committed to resolving outages as quickly as possible and technology is helping us do it faster than ever before.

When widespread outages occur, we prioritize restoration efforts so that critical issues are addressed first and power is restored to the most people in the shortest amount of time. Generally the sequence is as follows:

- 1 Downed live wires or potentially life-threatening situations and public health and safety facilities without power
- 2 Transmission lines serving thousands of customers
- 3 Substation equipment that affects widespread areas
- 4 Main distribution lines serving large numbers of customers
- 5 Secondary lines serving neighborhoods
- 6 Service lines to individual homes and businesses



Stay Connected.

Download our mobile app now to be prepared for severe weather.

Visit pepco.com/MobileApp or your app store today. ▶



Getting Information

We are committed to helping you stay connected as we work to restore your electric service. There are several ways you can get information during a storm.

- **Call 877-PEPCO-62 (877-737-2662)** to report outages and downed wires, and please request a call back so we can verify if individual or small groups of outages still exist
- **Download our mobile app** at pepco.com/MobileApp or your app store to get the latest news, report an outage, receive notifications for outage restoration progress, and use interactive outage maps to check the status of outages in your area
- **Go online to pepco.com/Outages** so you can report an outage, access outage maps, get notifications of outage restoration progress, and more

AFTER A STORM – Assess Damage

After a storm passes, look for any damage inside or outside your home. Remember, even small storms can create unsafe conditions.

- Check your service line and meter box. If the meter is damaged, call 202-833-7500
- Contact a licensed electrician if repair work is needed
- Discard any spoiled food
- Replace batteries as needed
- Replenish any supplies from your emergency storm kit
- If you used a generator, store it safely



CUT HERE AND SAVE



IMPORTANT CONTACT INFORMATION

Report Power Outages and Downed Wires:

877-PEPCO-62
877-737-2662

Customer Service / Servicio en Español:

202-833-7500

TTY for Hearing Impaired:

Maryland: 800-735-2258
800-877-1264 (Spanish)
DC: 800-643-3768
800-546-7111 (Spanish)

Pepco Mobile App:

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