

SUPPORTING YOU DURING THE PANDEMIC

At Pepco, we are committed to helping every customer meet their energy needs, especially in times of financial hardship. We offer several payment solutions that can help customers better manage their energy bills, as well as assistance programs for income eligible customers.



Our Team is Here to Help

If you're experiencing challenges paying your bill, visit [pepco.com/Help](https://www.pepco.com/Help) for ways we can assist. We can help you identify the right payment option or assistance program to meet your needs.

Payment Options

Flexible Installment Plans (Payment Arrangements):

If you need help paying off a large or past due balance, a Deferred Payment Arrangement may be right for you. A deferred payment arrangement will allow you to make monthly payments to bring your account up to date. We are currently offering flexible installment plans that can extend up to 24 months.

Budget Billing:

Budget billing enables customers to have a consistent and predictable monthly payment throughout the year. When enrolled on budget billing, your energy costs are spread out evenly each month and helps eliminate monthly or seasonal variations.



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Bill Payment Assistance Programs

The **Low Income Home Energy Assistance Program (LIHEAP)** is administered by the District of Columbia Department of Energy and Environment and helps residents pay for heating costs and certain medically necessary cooling expenses. Income eligibility is based on the most recent 30-days of income. If you have recently become unemployed or underemployed, you may be eligible. Apply today at: doee.dc.gov/LIHEAP

The **Residential Aid Discount (RAD)** helps low-income District residents reduce their utility costs. Qualified customers can receive monthly credits toward the distribution portion of their bill up to \$475 annually. Visit the Department of Energy and Environment website to learn more: doee.dc.gov/UDP

The **DC Arrearage Management Program (AMP)** is available to District residential customers who meet income eligibility guidelines. The AMP program provides arrearage forgiveness up to \$3,600. Eligibility is based on a customer's current participation in the RAD program. Contact our Energy Assistance Team to enroll: 202-496-5830, Monday through Friday 7:15 a.m. – 4:45 p.m., or by e-mail: EnergyAssistanceMailbox@pepco.com

Washington Area Fuel Fund (WAFF) provides up to \$500 to District residents toward their energy bill. Apply at washingtonareafuefund.org

The **Greater Washington Urban League** provides up to \$500 in assistance to eligible customers facing disconnection. Call 202-265-8200 or visit gwul.org

Learn more about our energy assistance programs and how we're helping at pepco.com/Help.

Customer Service/Servicio en Español:
202-833-7500

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