

# AT YOUR SERVICE

2019–2020



## Maryland Customer Rights



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An Exelon Company

## Contents

- 1 Maryland Electric Choice**
- 2 Customer Service**
- 3 Reporting Outages**
- 4 Your Electric Service**
- 5 Master-Metered Buildings**
- 5 Understanding Energy Prices**
- 6 Pepco's Electric Meter**
- 7 Billing Information**
- 8 How to Read Your Bill**
- 12 Paying Your Bill**
- 13 Payment Policies**
- 13 Payment Plans**
- 14 Payment Assistance Programs**
- 15 Termination of Service and Reconnection Policy**
- 17 Customer Rights and Responsibilities**
- 18 Settling Billing Disputes**
- 19 Office of the Customer Advocate**
- 19 Service Reliability**
- 19 Customers on Life-Support Equipment**
- 20 EmPOWER Maryland Energy Efficiency Programs**
- 20 Net Energy Metering**
- 21 Miss Utility**
- 21 Restoring Power**

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This pamphlet is prepared in accordance with the Code of Maryland Regulations (COMAR) 20.30.04. Volumes of COMAR are available for inspection at most public libraries and online at [www.psc.state.md.us](http://www.psc.state.md.us). Our tariffs and copies of the Maryland Public Service Commission's regulations are available for inspection at all our offices and at the Commission's office. Tariffs also are available online at [pepco.com/tariffs](http://pepco.com/tariffs).

## Pepco Is At Your Service

Welcome to Pepco, we're so glad to have you on board. This pamphlet provides useful information about how to get the most out of your account. It's all part of our mission to secure a brighter future for customers just like you.

## Maryland Electric Choice

You have the option to receive your electricity from Pepco under Standard Offer Service (SOS) or shop among licensed competitive electric providers and choose an electricity supplier other than Pepco. By shopping, you may be able to save money on your electric bill or buy 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 at [pepco.com/PriceToCompareMD](http://pepco.com/PriceToCompareMD). The supply price information is provided in cents per kilowatt-hour (kWh) that includes the costs for SOS and transmission service.

It 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 Maryland Public Service Commission. Review suppliers' materials before making any decisions. For more information, visit [www.psc.state.md.us](http://www.psc.state.md.us) 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).

### 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.

### Servicios Multilingües

Los representantes de Pepco pueden ayudar a los clientes en 200 idiomas. Todos los clientes que no hablan inglés pueden llamar a Pepco a 202-833-7500 para hispanohablantes. Vea la lista completa de nuestros servicios y de números telefónicos para información adicional en la última página.

### Mail

Pepco

Customer Correspondence, 7th Floor

701 Ninth Street, N.W.

Washington, D.C. 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 Care 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 . . . . . M–F: 10 a.m. – 2 p.m.

201 West Gude Drive\*

Rockville, MD. . . . . M–F: 10 a.m. – 2 p.m.

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

## 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)

**Mobile Devices:** Our free mobile 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.

Get the app at [pepco.com/mobileapp](http://pepco.com/mobileapp) or your app store.

### Wires Down

Call 1-877-737-2662 and follow the prompts or TTY 1-800-735-2258 (English) or 1-800-877-1264 (Spanish) any time.

En caso de emergencia que ponga en riesgo su vida, llame a 1-877-737-2662.

## 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 (see page 2 for address) or in person at one of our Customer Service Centers (see pages 2 and 3 for locations). As many as two individuals can be listed on the account. Only the person(s) 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 (\$50 min.) or establish satisfactory credit. If a deposit is required, it will be two months of the estimated average annual bill. The calendar year rates will be established in December of each year to be effective January 1 of the following year. The interest rate shall be equal to the average of the percent yields of 1-year Treasury constant maturities for September, October and November of the preceding year.

Other deposit arrangements are made in cases involving short-term or special service conditions. A residential deposit will automatically be assessed to the first bill. However, you may request that payment of the deposit be made over the course of the first three months. Customers over the age of 60 may be exempt from a deposit on new service.

Customers may be required to reestablish credit, if conditions of service or basis on which credit originally established materially change.

If you refuse to pay a deposit, service may be denied or terminated. Deposits may not be applied against overdue bills. A copy of the residential deposit rules as adopted by the Maryland Public Service 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 online, by phone, by mail or in person. The three business days' notice is important, because you are responsible for — and will be billed for — all service at the previous address until you notify us. If no new party is moving in, the service may be disconnected. If you use an alternate electricity supplier, they will be automatically notified.

## Master-Metered Buildings

If you are the owner or landlord of a master-metered building (i.e., a building with four or more dwelling units) where you buy electricity from Pepco and provide it to occupants in the building as part of a rental agreement or lease, condominium fee or other charge, you must notify us for our records at 202-833-7500.

## Understanding Energy Prices

Each kilowatt-hour charged to your bill is calculated based on the rate schedule that applies to your account. A rate schedule is assigned to each account when service is established. Changes in usage, equipment or regulatory actions, however, may affect the rate schedule that is applied to your account. You are responsible for notifying us of any changes and verifying the rate schedule and/or applicable riders.

Demand for electricity is higher during extreme winter or summer weather. Please note that increased electricity use drives up energy costs. Your billing indicates whether summer rates (June–October) or winter (November–May) rates are in effect.

### Residential Rate Schedules for Electric Service

(All customers can see their rates at [pepco.com](http://pepco.com).)

#### Basic Service

R	Residential
RTM (TOU)*	Time Metered (Time of Use)

#### Other Rate Schedules

EV*	Electric Vehicle
R-PIV	Residential Plug-in Vehicle Charging
PC-PIV	Public Electric Vehicle Charging
OL	Outdoor Lighting

The Schedule for Electric Service document is available by calling 202-833-7500 and online at [pepco.com/tariffs](http://pepco.com/tariffs).

### Time-of-Use Rates (TOU)

Customers already billed under TOU rates can choose to be billed under the standard Residential Service (R) rates schedule. There is no time limit on when the decision must be made, so existing customers may switch at any time. However,

\*These rates are closed to new customers.

once existing customers decide to change to R rates, they cannot switch back to TOU rates. This decision must be made by the customer of record only and is irrevocable.

## 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 new benefits for customers, including new 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, visit [pepco.com/smartmeters](http://pepco.com/smartmeters) or call 202-833-7500.

If you do not have a smart meter and need help reading your meter, visit [pepco.com/meter](http://pepco.com/meter) or call 202-833-7500.

### Meter Access

You are responsible for providing us with access to the company owned meter in order to read it, test it, disconnect it, remove and/or replace it. Customers must make sure that there is a minimum of 48 inches of clearance around the meter box. No permanent obstructions – such as trees, bushes, or walls may be placed in front of the meter. If reasonable access is not provided, service can be terminated until access is provided and reconnection fees and other outstanding charges have been satisfied.

### Smart Meter Opt Out

While the Maryland Public Service Commission has recognized the potential of smart meter benefits, it issued an order\* on February 26, 2014 to allow customers who do not want to upgrade to a smart meter at their home or qualifying business to opt out. The Commission recognizes that there are costs to Maryland utilities to read and maintain meters for customers who have chosen to opt out of smart meters. If you would like to opt out of receiving a smart meter, we will continue to read your meter, however,

\*A copy of the Commission's Order No. 86200 can be accessed by going to [www.psc.state.md.us/ecm/home](http://www.psc.state.md.us/ecm/home) and placing the number 152955 in the Maillog search box on the Commission's homepage

there will be additional fees that apply. Effective July 1, 2014, the following fees will be applied to your bill:

- \$75.00: One-time, up-front fee (billed at \$25.00 per month, for three months) and
- \$14.00: Monthly meter reading and maintenance fee

If you wish to be added to the opt-out list, you can contact us by phone at 202-833-7500 or online at [pepco.com/contactform](http://pepco.com/contactform). You will receive a letter confirming your request. The additional fees will be added to your next billing cycle. If you wish to notify us by mail, you can send a letter to:

Pepco, MD Opt-out  
Mailstop EP7642  
701 Ninth Street, N.W.  
Washington, DC 20068

## Billing Information

You will receive your Pepco bill monthly. Your energy use will be presented on your bill as the total of your hourly use since your last billing period.

You can view your energy use online when you sign up for My Account at [pepco.com](http://pepco.com) or you can look at the meter's digital dial. Either way, you can compare this information with your monthly bill to determine its accuracy, and to see when you're using the most electricity so you can make informed decisions about how you use energy.

The service period for normal monthly billing varies from 25 to 35 days. For residential customers, initial bills may cover service periods that 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:

- Supply (producing electricity)
- Transmission (sending electricity over long distances)
- Delivery (distributing electricity locally)

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

## How to Read Your Bill

See sample bill on pages 10–11 for key.

- 1. The billing period** – The time period during which you received service and for which you are being billed.
- 2. Account details** – The name registered to the account, service location, account number and the bill issue date.
- 3. Contact information** – Our phone numbers for customer service, emergencies, outages, as well as our web address.
- 4. Summary of your charges** – A summary of previous balance, payments received, charges for service used, supplier charges if applicable, and the total amount now due.
- 5. Bar graph** – Displays 24 months of energy usage data. It may print on a following page based on your service.
- 6. Payment coupon** – The portion you return with your payment. To expedite processing, your account number, name, mailing address, as well as the payment mailing address are pre-printed on it.
- 7. Details of your electric charges** – This section includes your meter number, billing period, number of billing days and the total hourly usage data. This will also include applicable net energy metering credits for excess generation.
- 8. Delivery charges** – A detailed list of your delivery charges related to the cost of bringing electricity to you via the poles and wires for the current billing period. Go to our tariff page at [pepco.com/tariffs](http://pepco.com/tariffs) for more information about specific charges.
- 9. The electric summary** – Itemization of any changes or adjustments including supplier charges, if applicable, made to your account during the current billing period. Your bill may not print this summary if none apply.
- 10. Supply charges** – Reflect the cost for us to buy the produced electricity for you. This is the portion of your bill that you can compare to offers from competitive suppliers.

## Definitions of Charges:

**Customer charge** – A fixed monthly charge that reflects the cost of maintaining your service, regardless of how much energy you use. The Maryland Public Service Commission (“the Commission”) regulates this charge.

**Delivery charges** – The cost of bringing electricity to you via the poles and wires.

**Distribution charge** – The cost of moving electricity from your local substation and power lines to your home or business. The Commission regulates this charge.

**Procurement cost adjustment** – A monthly charge or credit that ensures that Pepco receives no more or no less than its cost for procuring supply services for Standard Offer Service customers.

**Supply charges** – The cost for Pepco to buy the produced electricity for you. This is the portion of your bill you can compare to offers from electricity suppliers. If you choose a new supplier, you will pay that supplier’s price for producing electricity instead of the price you currently pay Pepco.

**Standard offer service** – This reflects the cost for Pepco to buy the produced electricity if you do not choose a supplier other than Pepco. The Commission supervises the acquisition of competitively priced electricity.

**Total electric delivery charges** – A subtotal of your Customer Charge, Distribution Charge, Surcharges and Taxes. Go to our tariff page at [pepco.com/tariffs](http://pepco.com/tariffs) for more information about specific charges.

**Total electric supply charges** – A subtotal of your Standard Offer Service, Transmission and Procurement Cost Adjustment. Go to our tariff page at [pepco.com/tariffs](http://pepco.com/tariffs) for more information about specific charges.

**Total electric charges** – The total of your delivery and supply charges for the current billing period.

If you have any questions or concerns about how your bill was calculated, you may contact us online, by phone, by mail or in person. If you have a third-party energy supplier, check with that supplier for questions about energy and transmission charges. You can also view your bill online at [pepco.com](http://pepco.com). Click on My Account.





## 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.

### Direct Debit

Direct Debit is a convenient payment option. Save time and postage by having the amount of your energy bill automatically deducted from your checking account each month – without writing a check. You can be confident your payment is made on time each month – even if you're away from home. Call 202-833-7500 for more information on this program.

### Pay By Phone

Pay with credit card or electronic funds transfer by visiting [pepco.com](http://pepco.com), downloading our mobile app or by calling 1-833-260-2451. 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 vendor fee will apply for all card payments.

### Third Party Notification

You may designate a relative, friend or other third party to receive a copy of your bill and be added as a contact on your account. The third party is not responsible for paying the bill. However, that person can arrange for payment on your bill and make sure you are aware of any important notices regarding your account. Third-Party Notification is especially useful for customers who might be out of town for extended periods, customers with physical disabilities, the elderly and non-English speaking customers. The third party and the customer must submit written authorization to be included in this program.

### Payment Policies

#### Late Payment Charges

The payment date is the date we must receive payment, not the postmarked date, as your bill is for services already used. Bills are due when rendered and payable within 20 days. If not paid by the overdue date shown on the bill, a 1.5 percent late charge will be added to the Pepco portion of your current bill. The second billing month, an additional 1.5 percent late payment charge will be added to the remaining unpaid balance. At the end of the next billing period, an additional charge of 2 percent of any unpaid portion of the original amount will be added (a maximum total of 5 percent). Late payment charges may be waived twice in a 12-month period. Repeated late payments will result in collection action and/or additional new deposits on your account.

#### 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, certified check, cashier's check, money order or credit card.

#### Electronic Funds Transfer

When you send a check to pay your bill, you authorize us to process your payment electronically. If your payment is processed electronically, your checking account may be debited on the same day we receive the check.

### Payment Plans

If you are having trouble paying your bill, please call



Customer Care at 202-833-7500 and let us know. We offer several alternate payment plans that 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 depending upon the due date of your bill. This plan is open to residential customers who meet eligibility criteria.

**Payment Installment Plan** – If you're 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. Failure to adhere to conditions of the arrangement may result in cancellation of the plan and termination of service.

## Payment Assistance Programs (Residential Customers Only)

The following Maryland programs provide eligible customers with financial assistance to help pay energy bills.

### Maryland Energy Assistance Program (MEAP)

MEAP provides assistance with energy bills. Limited assistance is available to repair or replace broken furnaces.

### Electric Universal Service Program (EUSP)

EUSP is a state program to assist low-income residential customers with their electric bills. Assistance may be available whether you are an active customer or you are currently without service. Eligible customers may receive help to pay their current bills or past due balances.

### Utility Service Protection Program (USPP)

If you are eligible for assistance from MEAP you also may be eligible for participation in Maryland's Utility Service Protection Plan (USPP), a program to help customers avoid termination of service from November through March.

For more information about MEAP, EUSP and USPP, contact the agency that serves your county:

### Montgomery County

Department of Health and Human Services  
1301 Piccard Drive, Rockville, MD 20850  
240-777-4450

### Prince George's County

Department of Social Services  
425 Brightseat Rd., Landover, MD 20785  
301-909-6300

### Washington Area Fuel Fund (WAFF)

The Washington Area Fuel Fund (WAFF), operated by the Salvation Army, helps customers pay their home heating bills. You can apply for this program by contacting the Salvation Army office in Montgomery County at 301-515-5354 or in Prince George's County at 301-277-6103. Customers can assist low-income customers by contributing to WAFF through their monthly electric bill, monthly gas bill, or by sending a check to: WAFF, P.O. Box 1999, Washington, D.C. 20013.

## Termination of Service and Reconnection Policy

Listed below are reasons that your service may be **terminated without notice and despite weather conditions**:

- Where a hazardous condition exists
- Use of equipment that adversely affects the Company's equipment or service to others
- Tampering with the Company's equipment
- Unauthorized use of service by any method, including diversion of electricity around a meter

We may terminate service **after seven (7) days' written notice** in situations that include, but are not limited to, the following:

- Falsifying information, failing to disclose a material fact, or misrepresentation of a material fact when applying for service
- Applying for service to assist another occupant of a dwelling unit to avoid payment of an outstanding bill for service at the dwelling or a prior dwelling.
- Use of electric service without establishing account responsibility

We may terminate service **after 14 days' written notice** for:

- Non-payment of any bill for electric service
- Failure to permit the Company reasonable access to its equipment

- Failure to pay a deposit (as outlined on page 4) or service installation costs
- Failure to furnish service equipment, permits, certificates or rights-of-way as specified by utility as condition to obtaining service, or if permissions or equipment are withdrawn or terminated
- Non-compliance with the rules and regulations in the company tariff as filed with the Maryland Public Service Commission. You can view our tariffs at [pepco.com/tariffs](http://pepco.com/tariffs), or call Customer Care at 202-833-7500

### Termination of Service Notification

A notice of intent to terminate service is sent separately from the bill at least 7 to 14 days (depends on reason for termination) before service is terminated. Termination notices will include the following:

- The account number, service address and customer name whose service is to be terminated
- A statement of the reasons for the proposed termination and the date on or after which the proposed termination will occur
- Charges for service reconnection, if any, and a statement of the total amount due, if applicable
- A statement of your rights and remedies, which will include a summary of the dispute procedures, utility address, and the telephone numbers where we may be reached
- A statement that it is your responsibility to notify us if you are unable to pay for service in accordance with the requirements of the Company's billing practices
- A statement that it is your responsibility to notify the Company that you, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment, a brief explanation of the special provisions regarding elderly, handicapped, or persons seriously ill or relying on life-support equipment, and an explanation of notification procedures

### Termination of Service

Service will not be terminated if:

- You can show reasonable evidence that the bill has been paid
- The outstanding bill is the subject of a formal dispute between you and the company
- Payment of the bill is made to our service person who comes to terminate the service

### Seasonal Termination of Service Procedures

From November 1 through March 31, winter termination of service procedures are in effect. During this period, we will attempt to contact the customers in arrears by telephone or personal visit. If you fail to enter into a payment agreement with us, service can be terminated after we file an affidavit with the Maryland Public Service Commission.

However, we will not terminate service because of nonpayment to any customer when the forecast temperature at 6 a.m. is 32 degrees Fahrenheit or below during an extreme weather period. During the summer, we will not terminate electric service for any residential customer due to nonpayment when the temperature forecast at 6 a.m. is 95 degrees Fahrenheit or above during an extreme weather period.

### Medical Certification Procedures (Residential Customers Only)

Termination of service may be postponed for up to 30 days if we are provided with a medical provider's certification stating that an occupant of the residence has a serious illness or relies on life-support equipment and that termination of service would be detrimental to the health and safety of the occupant.

Contact Customer Care at 202-833-7500 or visit [pepco.com](http://pepco.com) to obtain the necessary certification form for you and your physician, certified nurse practitioner or physician assistant to complete and fax or mail back to us.

### Restoration of Service

Service terminated for nonpayment will be restored when the minimum payment due is paid, or when the conditions listed earlier under the terminations of service requiring seven (7) and/or fourteen (14) days' notice are corrected, and upon payment of a \$35 reconnection fee and deposit, if applicable. The deposit status of the account will be subject to review. Service will normally be reconnected within 24 hours once all requirements have been met.

### Customer Rights and Responsibilities

As a customer, you have certain rights and responsibilities consistent with the Maryland Public Service Commission's ("the Commission") regulations. If you believe your service

has been interrupted improperly, you may wish to contact the Commission. The Commission's address and phone number can be found at the bottom of this page.

### Settling Billing Disputes

If you wish to dispute your bill or a termination of service, call for a review of your concern at 202-833-7500.

In the course of a bill dispute, you are required to pay the undisputed portion of that bill for your electric service to continue. If our review determines that the bill is accurate, you must pay the full amount of any outstanding balance. If the balance remains unpaid, electric service will be subject to termination.

### Your Right to Appeal

Within seven (7) days of receiving notice of our decision regarding a dispute, you may file an appeal with the Commission at the following address:

#### Public Service Commission of Maryland

Office of External Relations

6 St. Paul Street – 15th Floor

Baltimore, Maryland 21202-6806

[www.psc.state.md.us](http://www.psc.state.md.us)

410-767-8028; 1-800-492-0474 (toll free); TTY: 1-800-492-0474

8 a.m. – 5 p.m., Monday – Friday (except holidays)

Include the following information with your complaint to the Commission:

- Customer name, address, email address and account number
- Utility involved in the dispute
- Reason for the dispute
- Summary of the your efforts to resolve the dispute with the utility
- Copies of bills, correspondence or other documentation

The Commission may dismiss the complaint if it determines that the customer failed to comply with its regulations and did not negotiate with Pepco in good faith. Regardless of dispute proceedings, the customer is fully responsible for all undisputed amounts — past due, current or future — for service provided by Pepco.

You also may contact:

#### Office of the People's Counsel for Maryland

6 St. Paul Street, Suite 2102

Baltimore, MD 21202

1-800-207-4055

## 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).

## Service Reliability

We retain information on our service reliability factors – System Average Interruption Duration Index, System Average Interruption Frequency Index, and Customer Average Interruption Duration index. These reports feature reliability measures including number of interruptions customers experience and the length of time customers are interrupted. For more information on these measures, contact Customer Care at 202-833-7500. To learn more about our comprehensive plan to improve reliability, visit [pepco.com](http://pepco.com).

## Customers on Life-Support Equipment (Residential Customers Only)

If you or any member of your household rely on electricity to power life-support equipment, please contact Customer Care at 202-833-7500 or visit [pepco.com/ememp](http://pepco.com/ememp) to obtain the necessary certification form for you and your medical provider to complete and fax or mail back to us. Once enrolled in the Emergency Medical Equipment Notification Program, you will receive an information package to help you prepare for emergencies, notification of scheduled outages in your area and notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

**Please be advised that we do not provide participants with priority restoration during storm restoration 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.**

Also, we do not guarantee a constant supply of electricity and reserve the right to interrupt the supply without notice under emergency conditions, and at any time for necessary repairs.

## EmPOWER Maryland Energy Efficiency Programs

We offer a series of programs to help you save money and to encourage energy efficiency at home, making a difference in your monthly energy costs today and for years to come.

- **Energy Wise Rewards™** – Automatic savings up to \$160 for customers with central air conditioning or a heat pump.
- **Lighting Discounts** – Instant in-store discounts on energy efficient lighting at participating retailers.
- **Appliance Recycling** – \$50 and no-cost pickup for recycling your old, working refrigerator or freezer, plus \$25 for recycling a room air conditioner or dehumidifier at the same time.
- **Appliance Rebates** – Valuable rebates up to \$500 for a variety of select new ENERGY STAR® certified appliances.
- **Quick Home Energy Check-up** – On-site evaluation of your home's energy efficiency, and installation of energy-saving products.
- **Home Performance with ENERGY STAR** – Get a closer look at your energy use and even more ways to save, including rebates up to \$7,500.
- **HVAC Efficiency Rebates** – Valuable rebates up to \$1,500 when you upgrade to a more efficient heating or cooling system.
- **ENERGY STAR New Homes** – Find homebuilders who construct homes that use 15–30 percent less energy than a standard new home.

Programs are also available to help commercial and industrial customers save money and energy.

**To learn more about any of these programs, 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/mygpc](http://pepco.com/mygpc).

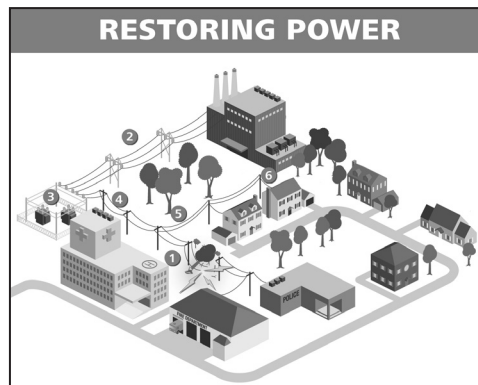
## Miss Utility

Maryland law requires that anyone planning to dig or plant in an area where a public service company has underground facilities must notify Miss Utility, a free utility locator service, at least 48 hours before excavation begins. Call Miss Utility toll-free at 1-800-257-7777 or 8-1-1, or visit [missutility.net](http://missutility.net).

## 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.

The order in which we address outages is a critical part of our restoration efforts. Below is the restoration process we follow in order of priority.



1. Downed live wires and potentially life-threatening situations
2. Transmission lines serving thousands of customers
3. Substation equipment that affect widespread areas
4. Main distribution lines serving large numbers of customers
5. Secondary lines serving neighborhoods
6. Service lines to individual homes and businesses

We continually monitor weather and work closely with local government officials and emergency responders to coordinate our power restoration efforts.

## Customer Service/Atención al Cliente

Monday–Friday/Lunes a Viernes

7 a.m.–8 p.m.

202-833-7500

1-800-424-8028 (Toll-Free)

## To Report Outages or Wires Down

1-877-PEPCO 62

(1-877-737-2662)

## TTY

1-800-735-2258 (English)

1-800-877-1264 (Spanish)

## Miss Utility

Call 1-800-257-7777 or 8-1-1 before you dig

## Energy Saving Programs

1-866-353-5798

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**STAY SAFE. STAY CONNECTED.**

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