

Different Phases of Customer Requested Work



Application

During this phase, the customer must submit an application that provides critical information about the new project.

Any questions during this phase should be directed to our Engineering Department.

Design

During this phase, a company representative will contact the customer to discuss the request. If applicable, the customer will be required to sign a cost acceptance letter and pay a service connection fee. In addition, the customer must ensure the company is notified of the electrical inspection.

Any questions during this phase should be directed to our Engineering Department.

Construction

During this phase, a company representative will contact the customer to begin construction work. The customer will be required to prepare the site for construction.

Any questions during this phase should be directed to our Construction Department.

Completion

During this phase, a company representative will install the meter and energize the service.

Any questions during this phase should be directed to our Engineering Department.

Pepco Service Center Contact Information
District of Columbia – (202) 331-6237
Prince George’s County – (301) 967-5800
Montgomery County – (301) 670-8700

For your convenience, you will be assigned key contacts for handling inquiries during the different phases.