

Download Our Mobile App

Our free Pepco mobile app is essential storm gear. Use it on your smartphone or tablet to:

- Get the latest news
- Report an outage or streetlight problem and get alerts
- Access interactive outage maps
- Call us through a direct dial link
- Get estimates for when power will be restored

Download it now at pepco.com/MobileApp or from your app store.



Sign Up for My Account

My Account is your personal resource for managing your Pepco account and energy use. Connect with My Account from our website as well as through our Pepco mobile app. Use My Account to:

- Pay bills and manage your account
- Find money-saving tips
- Receive useful news and updates

My Account is free and you can sign up at pepco.com or through our mobile app in just a few minutes.

Customer Service:
202-833-7500

Servicio en Español:
202-833-7500

TTY for Hearing Impaired:

Washington DC 800-643-3768 | Spanish 800-546-7111

Maryland 800-735-2258 | Spanish 800-877-1264

STAY SAFE. STAY CONNECTED.



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STAY SAFE AROUND ELECTRICITY



Useful information and guidelines to help you keep clear of danger.

- Tips for inside and outside your home
- What to do before working near power lines
- How to use a generator safely

**Learn more about electrical safety
at pepco.com**



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Electricity is an essential part of our everyday lives, but it's important to remember that it can also be very dangerous. We encourage you to follow these guidelines for electrical safety in and around your home.

Outside Your Home

- Mylar, or foil-coated, balloons can cause major power outages and damage electrical equipment. Keep balloons tethered at all times and properly dispose of them after your celebration
- Before using a ladder, trimming branches, cleaning gutters or working on a roof, check for power lines in or near trees
- When working near power lines, stay a minimum of 25 feet away
- Carry long or tall items such as ladders and pool cleaning equipment parallel to the ground when walking near power lines
- Never throw anything over or at a power line, transformer or substation
- Keep electrical equipment away from water at all times – never use any electric appliance on a wet surface, while wet or when standing in water
- Hire an electrician to upgrade exterior outlets to ground fault circuit interrupter (GFCI) outlets to protect from potential shock
- If you have a swimming pool, keep electrical appliances a minimum of 10 feet away
- Never go near a fallen power line as it may be live and extremely dangerous – stay safe and call 877-PEPCO-62 to report downed power lines and damage
- Call 8-1-1 before you do any digging around your home to find out where underground utility lines are buried

SAFETY IS THE LAW

In Maryland and the District of Columbia, anyone working near overhead high-voltage power lines is required by law to call the owner of the lines before starting work. In some cases, it may not be apparent whether the overhead lines are high-voltage or not.

Be safe. Always call us at 202-833-7500 before starting work near any kind of overhead wires. We can help identify the owner of the wires, help create a safety plan for completing the job, provide an estimate for relocating wires if needed and direct you to the owner of the lines if they do not belong to us.

Inside Your Home

- Never overload electrical outlets with multiple appliances
- Use a power strip with an integrated fuse to plug more than two electrical items into one outlet
- Protect electronic devices by plugging them into surge suppressors
- If you have a flooded basement, never touch switches or circuit panels while standing in water
- Examine electrical cords and replace or dispose of any damaged cords
- Keep electric space heaters at least four feet from furniture and drapes
- Hire an electrician to install ground fault circuit interrupter (GFCI) outlets in your kitchen and bathroom where appliances are used near water
- Never remove an electrical plug by pulling on the cord
- Never force a plug into an outlet

Generator Safety

A generator can be a convenient source of electricity if the power goes out. Please take special care to use any generator safely.

- Always follow the manufacturer's instructions
- Hire a qualified electrician to install a generator switch and panel
- Never run a generator indoors, including inside a garage – a generator should always be located outdoors in a well-ventilated area
- Install battery-operated carbon monoxide detectors to keep you and your family safe – carbon monoxide is not only colorless and odorless, it is deadly
- Check all plugs and extension cords for damage before plugging them in
- For your safety and the safety of Pepco professionals, do not connect your generator directly to your home's main fuse box or circuit panel since improperly connected generators can feed electricity back into the electrical system and endanger field personnel

**For general inquiries about power lines,
please call 202-833-7500.**