

# Lines

Spring/Summer 2023 | DC



## Preparing for Summer Storms

Pepco customers in the District experienced the lowest frequency of electric outages ever in 2022, with a more than 25 percent decrease in the frequency of outages since the previous low set in 2020. Severe weather is unpredictable. Just as Pepco prepares for storms, you can prepare too. Here's how:

- 1. Assemble an Emergency Kit.** Having the essentials — nonperishable food, water, and medications — to last 72 hours or more is critical. Visit [pepco.com/Storm](https://www.pepco.com/Storm) for a checklist of items you should consider placing in your emergency kit.
- 2. Sign Up for Alerts.** Visit [pepco.com/MyAccount](https://www.pepco.com/MyAccount) and confirm we have your current phone number and email address under “My Alerts and Notifications.” This is helpful in the event we need to reach you. While there, be sure to sign up for email and text message alerts. You can also text **“ADD OUTAGE” to 48710** to enroll in outage alerts. Once enrolled, you can report outages and get updates.
- 3. Download our Mobile App.** Should the power go out, you can still report outages, receive news and alerts, access interactive outage maps, and more in the palm of your hand. Accessible from an iOS or Android™ device, our free app can be found in your app store or at [pepco.com/MobileApp](https://www.pepco.com/MobileApp).
- 4. Make a Plan for Extended Outages.** Check to see if your community has a designated location with back-up power where your household could stay for several days. Consider identifying areas where you might need assistance, like care of a child, business, or pet.
- 5. Learn to Stay Safe.** For more information on staying safe before, during, and after storms, visit [pepco.com/Storm](https://www.pepco.com/Storm).



## Help for Home Life-Support Users

We make special efforts to communicate with our customers who rely on electricity to power life-support equipment in their homes. Our Emergency Medical Equipment Notification Program (EMENP) provides notice of scheduled outages and severe weather alerts to enrollees, which can help prepare for emergencies.



If you or anyone in your household could be critically affected by scheduled or storm-related outages, visit [pepco.com/EMENP](https://www.pepco.com/EMENP), or call 202-833-7500, for more information.

## When a Storm Strikes

Staying safe during a storm should be your top priority.



Always stay away from downed wires and tree limbs that may come into contact with power lines.



Never use a generator indoors or in an attached garage. Be sure to read and adhere to the manufacturer's instructions for safe operation.



Stay clear of working crews.



## Save Energy and Money Through My Account

My Account is more than just a place to go to pay your bill. Here are some cool things you can do when you sign into My Account at [pepco.com/MyAccount](https://pepco.com/MyAccount):



Track your energy use with easy-to-read charts so you can make changes around your home and see the savings on your bill



Sign up for text and email alerts to know when your usage is trending higher than normal or to receive payment reminders



Get energy saving tips to help you save throughout the year



Enroll in payment arrangements if you receive a higher than normal bill due to colder weather

### A Message From Safety

“Call 8-1-1 before you dig to have underground utility lines marked for free. Once marked, you can dig with less risk of injury, disruption of service or a fine.”

— Ken Lehberger, Jr., director, Utility Safety and Training

## Summer Saving Tips

As summer temperatures rise, here are some tips to help you save money and energy throughout your home. Simple adjustments can add up and make a difference each month.



- 1. Create a Comfortable Climate.** If health permits, you can save money and energy by setting your thermostat a few degrees higher in the summer. You can save about two percent on your bill for every degree you raise your thermostat. Close window shades, blinds, or drapes to keep rooms cooler on hot sunny days.
- 2. Upgrade Your Thermostat.** Consider investing in a smart thermostat that can connect to your mobile devices, helping you manage your temperature and energy use anytime, anywhere.
- 3. Filter Savings into Your Pocket.** A clean air filter on your HVAC system improves system efficiency and provides cost savings by regularly changing them.
- 4. Insulate Your Home.** Insulating your home can significantly reduce your cooling costs, while increasing the comfort of your home during hot weather.
- 5. Remove Heat Producing Light Bulbs.** Replace incandescent bulbs, halogen lights and traditional flood lights with LEDs or CFLs. They use less energy. They don't produce heat and last longer.

## Enroll in eBill Today

Paperless eBill is a safe and secure way to receive and pay your Pepco bill online. It's quick and easy to enroll, and your bills are securely archived in My Account. Just select “Enroll in eBill” under Billing and Payment options.



You can view, download, and print up to two years of your bills at any time. Once you sign up, you'll receive an email notification when your bill is ready to view in your My Account.

**Customer Service/Atención al Cliente:** Monday through Friday/Lunes a Viernes | 7 a.m.–8 p.m. | 202-833-7500

**TTY for Hearing Impaired:** 800-643-3768 (English) | 800-546-7111 (Spanish)

**Stay Safe. Stay Connected:** [f/PepcoConnect](https://www.facebook.com/PepcoConnect) [t/PepcoConnect](https://twitter.com/PepcoConnect) [y/PepcoTV](https://www.youtube.com/PepcoTV)