

At Your Service

2016–2017



Maryland Customer Rights



An Exelon Company

Contents

- 1 Maryland Electric Choice**
- 2 Customer Service**
- 4 Your Electric Service**
- 6 Pepco's Electric Meter**
- 7 Billing Information**
- 8 How to Read Your Bill**
- 12 Paying Your Bill**
- 13 Payment Policies**
- 14 Payment Plans**
- 14 Payment Assistance Programs**
- 15 Disconnection and Reconnection Policy**
- 18 Settling Billing Disputes**
- 19 Office of the Customer Advocate**
- 19 Service Reliability**
- 19 Customers on Life-Support Equipment**
- 20 EmPOWER Maryland Programs**
- 21 Net Energy Metering**
- 21 Restoring Power**

"At Your Service" 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. 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.

Pepco Is "At Your Service"

Our mission is to provide you with reliable electric service at a reasonable price. For your convenience, we provide this booklet as a reference to the guidelines and policies that govern your account.

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. 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/ecm/home/cfm or 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.

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 and click on “Outage Center”

- 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)
- Access important contact information

Mobile Devices: Our free Pepco Self-Service 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.

Visit pepco.com/mobileapp or your app store to download our mobile app today.

Wires Down

Call 1-877-737-2662 and follow the prompts or TTY 202-872-2369 any time.

En caso de emergencia con peligro de vida, llame al 202-872-4641.

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. We also have a direct line for Spanish-speaking customers at 202-872-4641.

Servicios Multilingües

Los representantes de Pepco pueden asistir a los clientes en 200 idiomas. Todos los clientes que no hablan inglés pueden llamar Pepco al 202-833-7500 y al 202-872-4641 para las personas que hablan español. Para otros servicios, vea la lista de números de teléfonos en la contra portada.

Mail

If you prefer to write, please address all correspondence to:

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.

Your Electric Service

Applying For or Transferring Service

You can request electric service on our website at pepco.com, by phone at 202-833-7500, in writing (see page 3 for address) or in person at one of our Customer Service Centers (see page 3 for locations). As many as two individuals can be listed on the account. Only persons 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. Residential deposits are automatically assessed to the first bill. The customer can request up to three months to pay the security deposit once it is assessed to the first bill. Customers over the age of 60 and military families may be exempt for a deposit on new service.

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.

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.)

Basic Service

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

Other Rate Schedules

EV*	Electric Vehicle
OL	Outdoor Lighting

The Schedule for Electric Service document is available by calling 202-833-7500 and online at 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, 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.

*These rates are closed to new customers.

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/energytools or call 202-833-7500.

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

Meter Access

You are responsible for providing us with access to your 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 disconnected 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, 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. 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 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).

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

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, the service location and account number and the bill issue date.
- 3. Contact information** – Our phone numbers for customer service, emergencies and 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 at 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. Direct Debit plan** – If you would like to have the amount of your monthly bill automatically deducted from your checking account, follow the enrollment instructions on the bill.

- 11. 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 (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 at 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 at 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. Click on My Account.

21 12300608 50000559

pepco.
An Exelon Company

Your electric bill - May 2016
for the period April 30, 2016 to May 31, 2016

Energy for a Changing World.®

CUSTOMER

Account number: 1234 5678 557
Your service address: 564 MAIN ST
ROCKVILLE, MD 20850
Bill issue date: Jun 1, 2016

Summary of your charges

Balance from your last bill	\$124.98
Your payment(s) - thank you	\$124.98
Balance forward as of Jun 1, 2016	\$0.00
New electric charges	\$105.70
Total amount due by Jun 22, 2016	\$105.70

After Jun 22, 2016, a Late Payment Charge of \$1.58 will be added, increasing the amount due to \$107.28.

Your smart electric meter is read wirelessly. Visit My Account at pepco.com to view your daily and hourly energy usage.

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

Follow us on Twitter at twitter.com/PepcoConnect. Like us on Facebook at facebook.com/PepcoConnect.

How to contact us
Customer Service (Mon-Fri, 7am - 8 pm)
Hearing Impaired (TTY)
¿Problemas con la factura?
Electric emergencies & outages (24 hours)
Visit pepco.com for service, billing and correspondence

Your monthly electricity use in kWh
Daily temperature averages: May 2015: 72° F May 2016

Return this coupon with your payment made payable to Pepco

Account number: 1234 5678 557
Total amount due by Jun 22, 2016: \$105.70
Total amount due after Jun 22, 2016: \$107.28

Amount Paid: \$

291 1 MB 0.416
5MR00280

CUSTOMER
564 MAIN ST
ROCKVILLE, MD 20850

PO BOX 13608
PHILADELPHIA PA 19101

CUSTOMER
Account number: 1234 5678 557

Your electric bill for the period
April 30, 2016 to May 31, 2016

Details of your Electric Charges
Residential Service - service number 1234 5678 557
Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
TND350687097	Use (kWh)	May 31	Apr 30	32	718

Your meter records hourly use. Total use is the sum of this hourly data. Please visit My Account at pepco.com to view your energy use data.

Your next bill period is scheduled to end on June 29, 2016

Peak Energy Savings Credit: No Peak Savings Days were called during this billing period.

Delivery Charges: These charges reflect the cost of bringing electricity to you. Current charges for 32 days, winter rates in effect.

Type of charge	How we calculate this charge	Amount(\$)
Distribution Services:		
Customer Charge		7.39
Energy Charge	718 kWh X \$0.0274000 per kWh	19.68
Grid Resiliency Charge	718 kWh X \$0.0001400 per kWh	0.10
Franchise Tax (Delivery)	718 kWh X \$0.0006200 per kWh	0.45
Universal Service Charge		0.36
MD Environmental Surcharge	718 kWh X \$0.0001470 per kWh	0.11
Empower MD Chg	718 kWh X \$0.0087630 per kWh	6.29
Gross Receipts Tax	at 2.0408%	0.70
Prince George's County Energy Tax	718 kWh X \$0.0083770 per kWh	6.01
Administrative Credit	718 kWh X \$0.0002912- per kWh	0.21-
Total Electric Delivery Charges		40.88

Electric Summary

Balance from your last bill	\$124.98
Payment May 04	\$85.81-
Payment May 11	\$39.17-
Total Payments	\$124.98-
Electric Charges (Residential Service)	\$105.70
New electric charges	\$105.70
Total amount due by Jun 22, 2016	\$105.70

Page 2 of 3

Check here to enroll in the Direct Debit plan Sign and date here _____

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

Supply Charges: These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. See Standard Offer Service (SOS) electricity is 8.78 cents/kWh, effective through Sep 30, 2016. SOS electricity will cost 8.70 cents/kWh, beginning on Oct 1, 2016 through May 31, 2017. The price for SOS electricity after May 31, 2017 has not yet been set. The weighted average price of SOS electricity will be 8.73 cents/kWh through May 31, 2017.

Type of charge	How we calculate this charge	Amount(\$)
Transmission Services:		
Energy Charge	718 kWh X \$0.0075100 per kWh	5.39
Gross Receipts Tax	at 2.0408%	0.11
Generation Services:		
Energy Charge	718 kWh X \$0.0847300 per kWh	60.84
Procurement Cost Adjustment	718 kWh X \$0.0021230- per kWh	1.52-
Total Electric Supply Charges		64.82
Total Electric Charges - Residential Service		105.70

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number: TND350687097

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, Global Express, Western Union:** Visit any ACE, Global Express 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 or call 202-833-7500.

On the Web

Access your electric bill and make payments online at 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 allows you to pay your electric bill automatically each month from your checking account. Call 202-833-7500 for more information on this program or sign up online at pepco.com.

Credit Card

Pay with credit card or electronic funds transfer by visiting pepco.com, downloading our mobile app or by calling 202-833-7500. 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 Western Union Speedpay fee will apply for all card payments.

Third Party Notification

You may designate a relative, friend, member of the clergy or other third party to receive a copy of your bill and be added as a contact on your account by calling 202-833-7500.

The third party is not obligated to pay the bill, nor has any legal responsibility, however, that person can arrange payment of your bill or investigate the situation on your behalf.

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 or money order.

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 us 202-833-7500 and let us know. The following alternate payment plans 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.

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 disconnection of service.

Payment Assistance Programs

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 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)
Customers who are eligible for assistance from MEAP may

also be eligible for participation in Maryland's Utility Service Protection Plan (USPP), a program to help customers avoid disconnection from November through March.

For more information about MEAP, EUSP or USPP, contact the agency below 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. Customers 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.

Disconnection and Reconnection Policy

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

- Electrical safety hazards on the premises
- Use of customer equipment in such a manner that damages it or affects service to others
- Tampering with Pepco equipment
- Unauthorized use of service

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

- Falsifying information when applying for service
- Applying for service to assist another occupant of a dwelling unit to avoid payment of an outstanding bill
- Use of electric service without establishing account responsibility

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

- Violation of the Maryland Public Service Commission regulations, or Pepco policies
- Failure to allow us to access our equipment
- Nonpayment of your electric bill
- Failure to provide a deposit, when required
- Failure to furnish or maintain service equipment, permits, certificates or rights-of-way, as specified by Pepco as a condition for use

Service will not be disconnected 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

Disconnection Notification

If it becomes necessary to disconnect service, we will send a final notice of disconnection to you at least 7 to 14 days (depends on reason for disconnection) before the scheduled date of disconnection.

Notices of termination 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 utility representatives may be reached
- A statement that it is the responsibility of the customer to notify the utility if they are unable to pay for service in accordance with the requirements of the utility's billing practices
- A statement that it is the responsibility of the customer to notify the utility that they, 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

Seasonal Disconnection Procedures

From November 1 through March 31, winter disconnection 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 disconnected 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

Disconnection may be postponed for up to 30 days if we are provided with a physician's certificate or notice from a public health official stating that the occupant of the residence is elderly, handicapped or relies on life-support equipment and that service disconnection would be detrimental to the health and safety of the occupant.

Contact Customer Care at 202-833-7500 or visit pepco.com to obtain the necessary certification form for you and your physician to complete and fax or mail back to us.

In addition, the customer must enter into a payment installment plan with us. A postponement of service disconnection for additional periods, not exceeding 30 days, may be made if the medical certificate is renewed and you successfully maintain the established payment plan.

Restoration of Service

Service disconnected for nonpayment will be restored when the minimum payment due is paid, or when the conditions listed earlier under the "Disconnection with Prior Notice" heading are corrected, and upon payment of a \$35 reconnection fee and deposit, if applicable. If there is a deposit on file, it will be reviewed for accuracy. Service will normally

be reconnected within 24 hours once all requirements have been met. For safety reasons, we require that a responsible adult be present when service is reconnected.

Settling Billing Disputes

If you wish to dispute your bill or a service disconnection, call us for a review of your concern.

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

Your Right to Appeal

Within seven days of receiving notice of our decision regarding a dispute, you may file an appeal with the Maryland Public Service Commission (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

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 customer's 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.

Customers 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.

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.

Customers on Life-Support Equipment

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 to obtain the necessary certification form for you and your physician 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 \$4,300.
- **HVAC Efficiency Rebates** – Valuable rebates up to \$1,800 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.

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/gpc and sign up for one of our free webcasts in Maryland.

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.

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

Hours: 7 a.m.–8 p.m., Monday–Friday
202-833-7500

Power Outages

1-877-PEPCO 62
(1-877-737-2662)

Servicio en Español

202-872-4641

Maryland Toll-Free Number

1-800-424-8028

Life Threatening/Wire Down Emergencies

1-877-PEPCO 62
(1-877-737-2662) and follow the prompts

TTY

202-872-2369

Miss Utility

Call 8-1-1 before you dig

Energy Saving Programs

1-866-353-5798

STAY SAFE. STAY CONNECTED.



/PepcoConnect



@PepcoConnect



/PepcoTV



An Exelon Company