pepco℠
AN EXELON COMPANY

Welcome to Pepco

Electric Customer Handbook

At Your Service 2024–2025

Your quick reference guide for information about your account.



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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 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

Welcome to Pepco! Thank you for being a valued customer. We want you to get the most out of your account. Use this booklet as a helpful guide for doing business with us. Inside you'll find information about customer service, managing your account online, energy efficiency programs and more.

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.

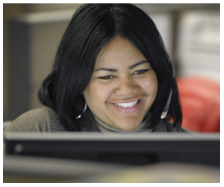
Supply Price Comparison Information

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**. 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 psc.state.md.us/electricchoice/ or **pepco.com/Choice-MD**.

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**.

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 Multilingues

Los represetantes 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
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.

Online

Go to **pepco.com** and click on "Outages"

- Report an outage quickly and get real-time updates by entering your phone number or account number
- With our dynamic outage maps, you can zoom in to see outages and estimates for when power will be restored in a specific area (updated every 10 minutes)

Mobile Device, Report in App

Our free mobile app lets you report an outage, get real-time updates on when your power will be restored, access outage maps of your area and get the latest news – all on your smartphone or tablet.

Get the app at **pepco.com/MobileApp** or your app store.

Mobile Devices, Text

Text "OUT" to 48710 to report an outage or text "STAT" to get updates on power restoration. Customers must first text "ADD OUTAGE" to 48710 to sign-up for the service.

Phone

Call 877-PEPCO-62 (877-737-2662) any time to report your outage.

Wires Down

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

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

Your Electric Service

Start, Stop or Move Service

Customers can start, stop, or move service online, anytime:

- Start Service: **pepco.com/Start**
- Transfer Service: **pepco.com/Move**
- Stop Service: **pepco.com/Stop**

You can also contact us by phone at 202-833-7500 or in writing (see page 2 for address).

As many as two individuals can be listed on your Pepco account. Only the person(s) whose name appears on the bill can make changes to the account or to the electric service.

Customer Deposits

To start service, you may be required to pay a deposit. 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 six 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**.)

Basic Service

R	Residential
RTM (TOU)*	Time Metered (Time of Use)
R-TOU-P	Residential Time-of-Use Program

Other Rate Schedules

PIV	Separately Metered Plug-In Vehicle Charging
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**.

*These rates are closed to new customers.

Time-of-Use Rates (TOU)

Customers billed under Schedule R-TM can choose to be billed under either the standard Residential Service (R) rate schedule or the Company's revised TOU rate schedule, Schedule R-TOU-P. There is no time limit on when the decision must be made, so existing customers may switch at any time. However, once an existing Schedule R-TM customer decides to change to R or R-TOU-P rates, they cannot switch back to R-TM rates. This decision must be made by the customer of record only and is irrevocable. Customers who are currently enrolled on Schedule R or R-TOU-P may migrate between the R and R-TOU-P rate schedules at their election. Residential customers who own electric vehicles may also elect to take service under the Company's whole-house TOU rate for electric vehicle owners, Schedule R-PIV.

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** 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 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, 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

Get the Pepco Mobile App



Pepco's free mobile app gives you the power to access your account information from a smartphone or tablet. With the app, it's easy to:

- View your bill and manage your billing and payment options
- Report outages and view Pepco's outage map or, check your energy usage
- Manage your energy usage
- Use notifications and alerts to receive up-to the-minute updates from Pepco

Download the free mobile app at **pepco.com/MobileApp**.

*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

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).

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** 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.

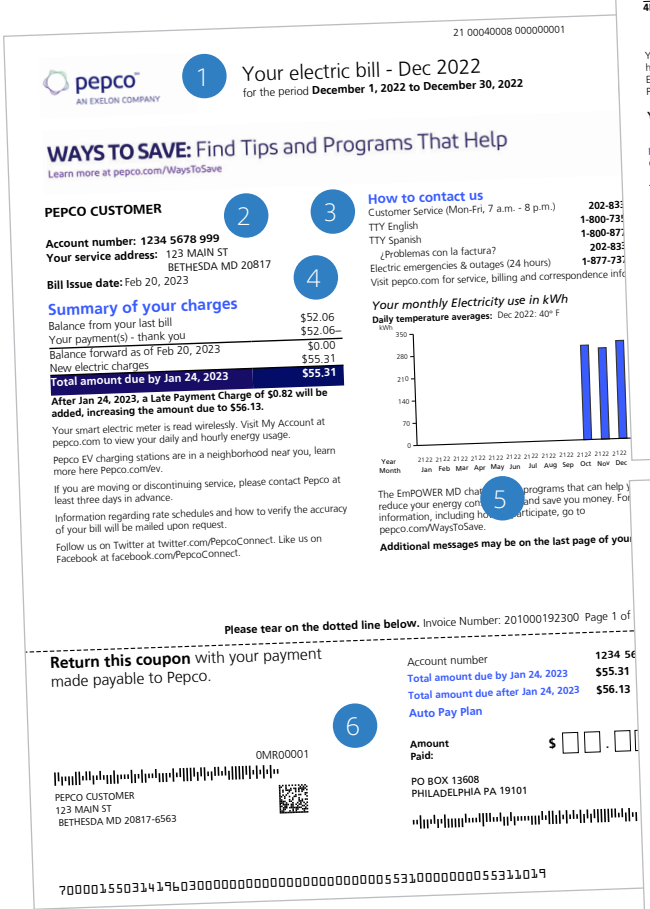
Standard offer service – This reflects the cost for Pepco to buy the produced electricity if you do not choose a supplier other than Pepco. The Commission supervises the acquisition of competitively priced electricity.

Total electric delivery charges – A subtotal of your Customer Charge, Distribution Charge, Surcharges and Taxes. Go to our tariff page at **pepco.com/Tariffs** 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** 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.


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pepco
AN EXELON COMPANY

1 Your electric bill - Dec 2022
for the period **December 1, 2022 to December 30, 2022**

WAYS TO SAVE: Find Tips and Programs That Help
Learn more at pepco.com/WaysToSave

PEPCO CUSTOMER 2

Account number: 1234 5678 999
Your service address: 123 MAIN ST
BETHESDA MD 20817

Bill Issue date: Feb 20, 2023

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Summary of your charges

Balance from your last bill	$52.06
Your payment(s) - thank you	$52.06–
Balance forward as of Feb 20, 2023	$0.00
New electric charges	$55.31
Total amount due by Jan 24, 2023	**$55.31**

After Jan 24, 2023, a Late Payment Charge of $0.82 will be added, increasing the amount due to $56.13.

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

Pepco EV charging stations are in a neighborhood near you, learn more here Pepco.com/ev.

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.

3 **How to contact us**

Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) 202-833
TTY English 1-800-735
TTY Spanish 1-800-877
¿Problemas con la factura? 202-833
Electric emergencies & outages (24 hours) 1-877-737
Visit pepco.com for service, billing and correspondence info

Your monthly Electricity use in kWh

Daily temperature averages: Dec 2022: 40° F

5 The EmPOWER MD cha… programs that can help … reduce your energy co… and save you money. For… information, including ho… participate, go to pepco.com/WaysToSave.

Additional messages may be on the last page of you…

Please tear on the dotted line below. Invoice Number: 201000192300 Page 1 of

Return this coupon with your payment made payable to Pepco.

6

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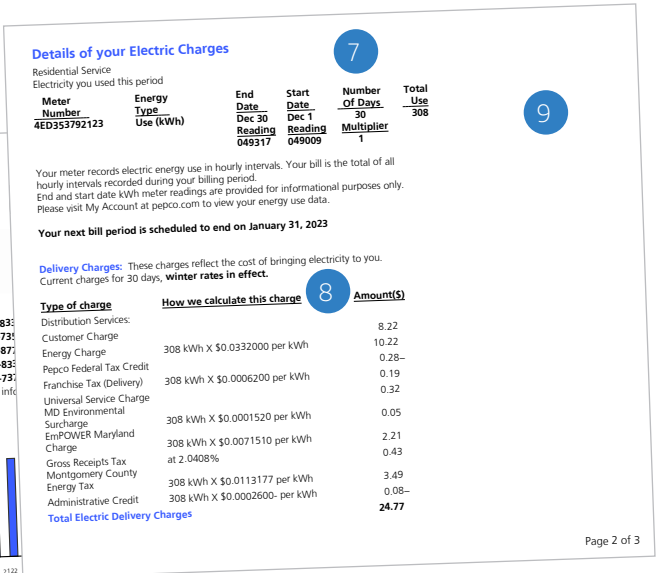
PEPCO CUSTOMER
123 MAIN ST
BETHESDA MD 20817-6563

Account number 1234 56…
Total amount due by Jan 24, 2023 $55.31
Total amount due after Jan 24, 2023 $56.13
Auto Pay Plan

Amount Paid: $ ☐☐.☐☐

PO BOX 13608
PHILADELPHIA PA 19101

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Details of your Electric Charges 7

Residential Service
Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
4ED353792123	Use (kWh)	Dec 30 Reading 049317	Dec 1 Reading 049009	30 Multiplier 1	308

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Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.
End and start date kWh meter readings are provided for informational purposes only.
Please visit My Account at pepco.com to view your energy use data.

Your next bill period is scheduled to end on January 31, 2023

Delivery Charges: These charges reflect the cost of bringing electricity to you.
Current charges for 30 days, **winter rates in effect.** 8

Type of charge	How we calculate this charge	Amount($)
Distribution Services:		8.22
Customer Charge		10.22
Energy Charge	308 kWh X $0.0332000 per kWh	0.28–
Pepco Federal Tax Credit		0.19
Franchise Tax (Delivery)	308 kWh X $0.0006200 per kWh	0.32
Universal Service Charge		
MD Environmental Surcharge	308 kWh X $0.0001520 per kWh	0.05
EmPOWER Maryland Charge	308 kWh X $0.0071510 per kWh	2.21
Gross Receipts Tax	at 2.0408%	0.43
Montgomery County Energy Tax	308 kWh X $0.0113177 per kWh	3.49
Administrative Credit	308 kWh X $0.0002600- per kWh	0.08–
Total Electric Delivery Charges		**24.77**

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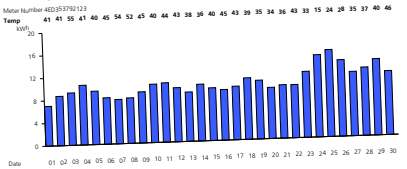
Supply Charges: These charges reflect the cost of producing electricity for you.
You can compare this part of your bill to offers from competitive suppliers.
Your Price to Compare is 8.97 cents ($0.0897) per kWh. When shopping for electric suppliers, compare this price to those proposed by other suppliers. This price reflects the average annual amount a customer on this rate pays per kilowatt-hour for Electric Supply. For information on electric energy suppliers please visit MDEnergyChoice.com.

Billing Period: Dec 1, 2022 to Dec 30, 2022 (30 days)

Type of charge	How we calculate this charge	Amount($)
Transmission Services:		3.99
Energy Charge	308 kWh X $0.0129600 per kWh	0.08
Gross Receipts Tax	at 2.0408%	
Generation Services:		27.04
Energy Charge	308 kWh X $0.0878400 per kWh	0.57–
Procurement Cost Adjustment	308 kWh X $0.0018463- per kWh	**30.54**
Total Electric Supply Charges		**55.31**
Total Electric Charges - Residential Service		

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



Convenient Ways to Pay

We offer customers a variety of payment options so you can choose the one that's best for you. Find all your options at **pepco.com/Payment**.

Online

Pay online by signing in to My Account. Save your payment information in your secure My Wallet to make paying your bill faster and easier.

You can also pay your bill as a guest online by making a one-time payment by electronic check, credit or debit card. Convenience fees apply.

Mobile App

Make payments by accessing your My Account with the Pepco mobile app. Save your payment method in your My Wallet so you can pay your next bill with the push of a button.

Automatic Payment

Log into My Account and set up recurring payments so you will never have to write another check. With AutoPay, your Monthly bill is paid directly from your bank account, with no fees. This option gives you more flexibility with payment timing and payment limit.

Direct Debit

With Direct Debit, your payment is automatically deducted from your bank account on the due date of your bill. You will receive a monthly statement with the amount due and the date of deduction. Signing up for our Direct Debit option can be completed online with no registration required. If you are already enrolled in auto-pay you will be unable to sign up for Direct Debit.

Chatbot

Pay online with our chatbot located on the **pepco.com** homepage. Click on the chat bubble and select Billing and Payment from the menu.

Mail

Mail your payment to: Pepco, P.O. Box 13608, Philadelphia, PA 19101-3608. Please allow enough time for the payment to reach us by the payment date.

Pay By Phone

Pay your bill with a credit card, debit card or an electronic funds transfer by calling 202-833-7500. Convenience fees may apply. Have your account number ready.

Pay with Paypal

Manage and pay your bills in the app or online with ease.

In Person

- **Pepco Customer Service Centers:** Use Self-Service Payment Kiosks at our Pepco Customer Service Centers or use our after-hours drop boxes (see pages 2-3 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** or call 202-833-7500.
- **Retail Locations:** You can find a retail location near you by visiting **pepco.com**, under My Account in "Find a Payment location." Convenience fees may vary by location. **secure.pepco.com/MyAccount/MyBillUsage/Pages/Payinperson.aspx**

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.

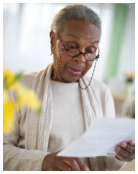
Returned Checks

We charge a $5 service fee for returned checks. We shall automatically waive the charge provided the returned check was the first occurrence in the most recent twelve (12) months. If more than one check is returned in any 12-month period, we will not accept another personal check for 12 consecutive months from the date of the last returned check. During that time, we will require future payments to be 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 – All customers are 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 an installment plan. This allows you to pay 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.

One-Time Payment Delay – Eligible customers can delay paying their current bill for 30 days. Visit **pepco.com/MyAccount** to see if you are eligible.

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 home heating 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 local energy assistance agency in your area at https://dhs.maryland.gov/office-of-home-energy-programs/local-home-energy-program-office/ or the Office of Home Energy Programs at 1-800-332-6347.

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

Arrearage Retirement Assistance (ARA)

The ARA helps customers with large, past due electric and gas bills. If eligible, customers may receive a grant for up to $2,000 towards their past due electric bill and up to $1,000 towards their past due gas bill. Customers must have a past due bill of $300 or greater to be considered eligible. Customers may only receive an arrearage grant once every five years, with certain exceptions. Arrearage grants received between January 1, 2020 and December 31, 2021 will not count towards the five-year limitation.

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.

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**, 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.

Emergency Medical Equipment Notification Program (Residential Customers Only)

Termination of service may be postponed for 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. Call us at 202-833-7500 or visit **pepco.com/EMENP** to obtain the necessary form for you and your medical provider to complete and send back to us.

Once enrolled in the 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. 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 system 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, for the safety of our employees or any time for necessary repairs.

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 by letter, website, or phone to the following:

Maryland Public Service Commission
Consumer Affairs Division
6 St. Paul Street –15th Floor
Baltimore, Maryland 21202-6806
www.psc.state.md.us
410-767-8028; 800-492-0474, option #2 (toll free)
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
800-207-4055

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**.

EmPOWER Maryland Energy Efficiency Programs

We offer a variety 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.
- **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** – Save $40–$1,600 when you buy select ENERGY STAR® certified products.
- **Quick Home Energy Check-up** – An evaluation of your home's energy efficiency, plus get energy saving products at no additional cost.
- **Home Performance with ENERGY STAR** – Get a comprehensive home energy assessment and complete home upgrades for rebates up to $10,000.
- **HVAC Efficiency Program** – Upgrade to high efficiency heating or cooling equipment and save through reduced energy costs.
- **ENERGY STAR New Homes** – Find homebuilders who construct homes that use an average of 20% less energy than standard homes built to code.

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

To learn more about any of these programs, call 866-353-5798 or visit pepco.com/SaveEnergy.

Green Power Connection

Interested in going solar? Green Power Connection is our process, and team of experts, available for customers interested in generating their own electricity and connecting with the energy grid.

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 any excess generation, through net energy metering.

Every solar project goes through a similar step-by-step process. Learn about the process for installing rooftop and commercial solar energy systems, and use our solar calculator to help estimate your installation costs and energy savings at **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 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/Atención al Cliente
Monday–Friday/Lunes a Viernes
7 a.m.–8 p.m.
202-833-7500
800-424-8028 (Toll-Free)

To Report Outages or Wires Down
877-PEPCO 62
(877-737-2662)

TTY
800-735-2258 (English)
800-877-1264 (Spanish)

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

Energy Saving Programs
866-353-5798

Stay Informed. Stay Connected.

PepcoConnect PepcoConnect PepcoTV

pepco.com

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