

A Letter From Kim Watson

Dear Business and Community Leader:

The summer storm season is officially upon us. By taking a few precautions now, you can be prepared when a thunderstorm strikes. We offer some great storm preparation tips on page 3.

As the days get hotter, most of us will turn up the air conditioner and that can mean higher electric bills. Take control of your energy consumption by following a few of our energy conservation guidelines listed on page 3.

Staying connected with our customers is a top priority for us, especially in the digital age. Now you can see us on YouTube and follow us on Twitter. For the full story, turn to page 4.

As always, thank you for reading Community Focus. Have a safe summer.



Sincerely,



Kim Watson
Vice President,
Maryland Affairs
202-872-2524

Customer Care: (202) 833-7500

To report an outage: 1-877-PEPCO-62 (1-877-737-2662)

Web site: pepco.com

Pepco Volunteers Give Back to the Community

Pepco is dedicated to community service. In 2008, Pepco employees and executives donated over 10,000 hours of volunteer service through both personal and company-sponsored activities.

"My belief is that it's not what you have, it's what you're willing to give back," said Pepco Region President Thomas H. Graham.

To honor Pepco employees who volunteer each year, the corporation honored more than 170 employees at its 20th annual Volunteer Appreciation Breakfast in April. Zenayda Mostofi of Pepco's Maryland Affairs coordinated the event.



Pepco Manager of Strategic Communications Norma Davis volunteers her time by demonstrating the energy-saving properties of compact fluorescent light bulbs to school children.

Students Graduate from Leadership Program

Thirteen high school seniors graduated in April from Pepco's Guiding Light Leadership Program (GLLP). The program pairs PHI employees with area high school seniors to provide them with leadership training and to help them advance their career aspirations through mentorship.



Pepco Region President Thomas H. Graham (far right), Pepco Region Vice Presidents Kim Watson and Vincent Orange (far left) and the program's mentors pose with students from the District of Columbia, and Prince George's and Montgomery counties at the GLLP's Class of 2009 final session at Pepco's headquarters, Edison Place.

Get Credit for Using Energy Wisely

Pepco is launching an energy efficiency program later this summer that will give Maryland residential customers a credit of up to \$160 on their yearly Pepco bills for taking part.

Called Energy Wise Rewards™, the voluntary program allows Pepco to "cycle off" central air conditioning systems during those times when energy use is highest. Enrollment information will be mailed in the coming months.

New SOS Rates Take Effect for Maryland Customers

Summer rates and new Standard Offer Service (SOS) rates are now in effect. SOS rates, which typically make up about 70 percent of the bill, pay for the electricity you use.

New SOS rates will add about \$16.45 to the monthly summer bill of the average Maryland customer. The summer billing cycle begins in June. The money from SOS rates goes directly to pay power suppliers since Pepco does not generate electricity.

Also beginning with the billing month of June 2009, a monthly rate credit of \$1.50 is being applied to the bills of all Maryland residential customers. The credit, entitled "RGGI Rate Credit," appears as a line item on the bill. It provides a billing credit to help offset surcharges for the cost of programs that will decrease energy demand and promote clean energy to fuel Maryland's future prosperity. RGGI stands for Regional Greenhouse Gas Initiative.

Pepco realizes that any increase in monthly bills can be a major concern. That's why we offer a range of programs to help you take control of rising energy costs. For more details about SOS rates and payment options, go to pepco.com.

Are You Prepared for Storm Season?

Lightning, heavy rain and strong winds can bring tree limbs and branches down onto power lines, which can cause electric service interruptions. Here are some steps you can take now to be prepared:

- Have a corded landline telephone and/or a fully charged cellular phone available.
- Keep a three-day supply of bottled water and nonperishable food items on hand.
- Assemble a storm emergency kit that contains a first aid kit, flashlights, fresh batteries, a battery-operated radio or television, emergency telephone numbers and other personal necessities.
- Safeguard your electronic equipment by using surge protectors.
- Be ready to evacuate special needs and elderly persons to alternate locations with power if necessary.
- Prepare a family emergency plan and review it periodically.
- Keep Pepco's Outage Reporting Number handy – 1-877-PEPCO62.

IMPORTANT Information for Life-Support Customers

As surely as muggy weather and thunderstorms visit the Washington region each summer, so does an occasional power outage that could potentially affect those who use life-support equipment. If you or someone you know uses life-support equipment that requires electricity to operate, identify a location with emergency power capabilities and make plans to go there or to a hospital during a prolonged outage.

Lightning – Prepare for the Summertime Dangers

Summer is the peak season for one of the nation's deadliest weather occurrences — lightning. But don't be fooled, lightning strikes year round. In the United States, an average of 62 people are killed each year by lightning.

The National Weather Service reports lightning as the third leading cause of weather-related deaths and hundreds of documented injuries. To decrease your risk of injury from lightning, follow some of these simple summer safety recommendations:

- Get to a safe place. If you hear thunder, even a distant rumble, immediately move to a safe place. Fully enclosed buildings with wiring and plumbing provide the best protection. Sheds, picnic shelters, tents or covered porches do NOT protect you from lightning. If a sturdy building is not nearby, get into a hard-topped metal vehicle and close all the windows. Stay inside until 30 minutes after the last rumble of thunder.
- If you hear thunder, avoid talking on the phone. If you must use a phone, a cordless or cell phone is preferred at home over a landline.
- Before going outdoors, check the forecast for thunderstorms. Consider postponing activities to avoid being caught in a dangerous situation.

Visit pepco.com for more summer safety tips.

Summer Energy Conservation Tips

Now is the time to start preparing to use energy wisely this summer. Pepco offers the following tips to help you use less energy and save more money:

- Use vertical louvers or awnings to keep out the sun. Close any draperies, blinds and shades.
- Set your thermostat at 78 degrees F, a reasonably comfortable and energy-efficient indoor temperature.
- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant.

Visit pepco.com and log on to "My Account" to analyze your energy bill and discover more ways to save energy and money.



See You on YouTube!

Pepco is now on YouTube, the social media Web site where you can view and share videos.

Visit youtube.com/PepcoTV to find videos on how to save energy during the summer, how Pepco restores power after a storm and how you can prepare for power outages.

There's also a vintage Pepco TV commercial that uses an animated video and rap music to teach kids to be safe around electricity.

And don't forget to follow us on Twitter, the popular micro-blogging social network, at twitter.com/PepcoConnect.

Twitter and YouTube - great examples of how Pepco is staying connected to customers in the digital age.



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