

Call 8-1-1 and Dig Safely

Safe digging just got easier with 8-1-1. That's the new number to call before you dig on your property to be sure there aren't any underground utility lines where you plan to dig.

The new, national 8-1-1 number eliminates the confusion of multiple "Call Before You Dig" numbers because it is easy to use and doesn't change – no matter where you live.

When you call 8-1-1, before starting a digging project, such as building a deck, a sunken patio or planting a tree, your call will be routed to a local Miss Utility center. The local center will then send out a professional within a few days who will mark where the buried utility lines are at the digging location. Once the underground lines have been marked, you will know their approximate location and can dig safely.

It is wise to know what's below before digging, because it protects you and your family from injury. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

Remember, safe digging starts with 8-1-1 – the number to call before you dig.



**Know what's below.
Call before you dig.**

231-07-07.MCTY



A PHI Company

701 Ninth St., NW
Washington, DC 20068

PEPCO NEWS FOR MONTGOMERY COUNTY LEGISLATORS

Community *focus*

A Letter From Therese Yewell

Dear State Legislator:

Pepco understands that maintaining streetlights is of prime importance to our Montgomery County customers. That's why I am devoting this edition of Community Focus to an update on the progress we've made in improving our streetlight program.

First let me thank everyone – legislators, community leaders and customers -- who took the time to provide ideas and suggestions. We greatly appreciate your input. In response, Pepco is implementing new programs and procedures that get lights fixed more quickly and reduce the backlog of complaints.

I invite you to turn the page and learn more about the improvements we've made to date. For instance, the public can now report streetlight outages online at www.pepco.com. We've also greatly reduced the time from when a complaint is received to the time the streetlight is repaired.



This edition also details other maintenance solutions designed to keep your neighborhood streets well lit and safe. More needs to be done, but I assure you that Pepco is committed to seeing the job through.

I think you'll find this edition of Community Focus particularly informative. Also inside is a reprint of the Montgomery County Streetlight Consumer Guide and articles on power surge protection and the dangers of electricity theft. I hope you've had an enjoyable summer and thanks for reading.

Sincerely,

Therese C. Yewell
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Customer Care: (202) 833-7500
To report an outage: 1-877-PEPCO-62 (1-877-737-2662)
Web Site: www.pepco.com

Lighting the Way to Improved Community Safety

In response to community concerns, Pepco has implemented several new efforts over the past 12 months which have dramatically improved our streetlight maintenance program in Montgomery County.

The new procedures have streamlined the complaint process and reduced the backlog of outages, which means more lights are getting fixed more quickly than ever.

Among current Phase I improvements is the posting of a page on the Pepco Web site where the public can conveniently report streetlight outages. The Web address is www.pepco.com. On the home page, please click on "Report Streetlight Outage."

The utility also has hired a vendor, American Lighting Services, to augment the repair efforts of Pepco crews.

The resulting improvements have cut in half the time required to complete repairs, and reduced to just a few the number of outage complaints in the system that are more than 30 days old. Currently the majority of complaints are resolved in about 15 days or less. In the past repair work may have taken 30 days or longer.

Please bear in mind that streetlight issues associated with underground problems could still take up to 30 days.

Pepco also has established a pilot working group of utility and local government representatives to review the more technical aspects of streetlight engineering. Meeting monthly, the group discusses installation of appropriate fixtures and new lighting technologies, which helps make streetlight planning more effective than in the past.

Improvements planned for Phase II, which go into effect sometime in 2008, include the revamping of the Web page that will automate the processing of streetlight complaints. Currently all Web reports are handled manually.

The upgrade is expected to speed repair work since a computer will process all complaints in real time. Also, citizens reporting an outage will receive a confirmation number, enabling them to track the status of their complaint.



Electricity Theft—Illegal and Dangerous

People who attempt to steal electricity, primarily by tampering with electric meters, are not only breaking the law—they are placing themselves and others at risk.

That's because when they tamper with the meters they are exposing themselves to potentially live wires, which can result in serious injury or even death.

Moreover, people who walk past tampered meters may be at risk, especially children who may not be aware of the danger.

If you see someone who appears to be damaging a meter, please call our hotline number at 202-496-5835 to report it.

Protect Your Home and Appliances from Power Surges

Lightning strikes, power dips and momentary outages can ruin sensitive electronic equipment. That's why Pepco urges customers to protect these appliances and your home with a quality surge protector.

Lightning can send a power surge along any electrical line -- including your home's electric wiring, TV cable and telephone or computer lines -- damaging or destroying anything in its path.

Pepco works year-round to maintain reliability, but there's no guarantee that

electric service will not be affected by lightning or other events such as a vehicle hitting a utility pole or an animal becoming entangled in power wires.

Surge protectors can be purchased at most hardware or home improvement stores.

And don't forget, if you operate a business at home or have important documents on your computer, you may want to invest in an Uninterruptible Power Supply (UPS) unit. These devices not only offer surge protection, but they have a battery backup that allows your records to be saved if the power goes out unexpectedly.

A Definitive Guide to Streetlighting Maintenance Responsibilities

in Montgomery County within the Pepco Service Area



■ Streetlights on Wooden Poles

If the streetlight is located on a wooden pole, Pepco is responsible for the repairs. The contact number is 1-877-PEPCO-62 [1-877-737-2662]. When reporting an outage it is very helpful to have the nearest street address and/or a pole number when calling Pepco.

■ Traffic-signal-mounted Streetlights

Montgomery County services and repairs all traffic-signal-mounted streetlights owned by Montgomery County, and those owned by either the Maryland State Highway Administration or the City of Gaithersburg.

■ Metal or Fiberglass Poles

If the streetlight is on a metal or fiberglass pole and served by underground wire and is located within one of the municipalities, special tax districts, Montgomery Village or Leisure World in Montgomery County, that jurisdiction should be contacted first to report the outage.

If the streetlight is not located in one of the above jurisdictions or entities, contact the Montgomery County Department of Public Works and Transportation (MCDPWT) at 240-777-2190. When an individual is reporting a streetlight outage, it is very helpful for the person making the report to also provide the nearest street address and/or a pole number.

■ Web Site for Reporting Outages to Montgomery County

Citizens can go to the county Web site to review the locations in Montgomery County for county-maintained streetlights at <http://gis.montgomerycountymd.gov/ims/lights/viewer.htm>.

This site can answer most questions. In addition, some of Pepco's wooden poles are also on this map and the pole numbers can be used to report the outage to Pepco.

■ Process Regarding Underground Served Streetlights

The responsible jurisdiction will have its crew or contractor replace the bulb, photocell or repair the wiring within the pole, as necessary, and verify that there is voltage to the pole.

If there is no voltage to the pole, the respective jurisdiction will then contact Pepco to repair the underground service. Pepco will make the repairs and advise that jurisdiction once the necessary repairs are completed.

■ Streetlighting on Interstate Highways [I-270 & I-495]

The Maryland State Highway Administration (MSHA) does have metal streetlight poles along Interstates 270 & 495. MSHA also maintains streetlights on metal poles along state roads that are not on traffic poles.

STREETLIGHT MAINTENANCE CONTACT NUMBERS

Agency	Phone Number	Attention:
Md. State Highway Administration Highway Lighting Fax Number	800-749-7371 301-513-7415	Rick Divelbiss
Montgomery County	240-777-6000	Traffic and Safety
City of Gaithersburg Public Works Fax Number	301-258-6370 301-258-6375	Ollie Mumpower
City of Rockville Public Works Fax Number	240-314-8500 240-314-8539	transportation@rockvillemd.gov
Town of Garret Park Town Office Fax Number	301-933-7488 301-933-8932	Town Offices
Montgomery Village	301-948-0110	M V Foundation Offices
Leisure World	301-598-1500	Physical Properties Office
Pepco	1-877-737-2662 (1-877-PEPCO-62)	Customer Care Center