

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.PGT



A PHI Company

701 Ninth St., NW
Washington, DC 20068

PEPCO NEWS FOR PRINCE GEORGE'S COUNTY LEGISLATORS

Community *focus*

A Letter from Therese Yewell



Dear State Legislator:

Pepco understands that maintaining streetlights is of prime importance to our Prince George's 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 decreased 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 Prince George's 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
Manager, State Relations
202-872-4280

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 Prince George's 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 the 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, click on "Report Streetlight Outage."

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.

Prince George's County Streetlight Consumer Guide

When To Request Pepco Maintenance

Streetlights on wooden poles

All streetlights on wooden poles belong to Pepco. Problems involving a single streetlight should be reported to Pepco by calling 1-877-PEPCO-62 (1-877-737-2662). Problems involving multiple streetlights should be submitted via e-mail to Pepco at cod.dispatch@pepco.com.

Streetlights on metal or fiberglass poles (subdivisions and municipalities)

Pepco services streetlights on metal or fiberglass poles only in subdivisions where Prince George's County maintains the roads. Problems with these streetlights should be reported to Pepco as stated above.

Please note that in many cases the maintenance of streetlights on metal or fiberglass poles is the responsibility of the local municipality or the subdivision homeowners' association. Please contact the municipality or homeowners' association regarding maintenance problems.

Information That Helps Pepco Speed Service

When reporting a malfunctioning streetlight, it is most helpful to provide the nearest street address and/or pole number of the affected streetlight(s). In situations where there is no specific location reference, it is helpful to mark the pole with tape and tell us you have done so when you call or e-mail the request.

Please provide specific information as to the problem being reported and be sure to identify the type of pole (wood or metal) so the request can be routed to the correct department.

When To Request State, County or Municipal Maintenance

Streetlights on metal poles on state highways and intersections

The State of Maryland is responsible for streetlights on metal poles on interstate or state highways (i.e. I-495, MD Route 50, etc). The state also is responsible for streetlights mounted on overpasses and bridges on state highways and in intersections on state roads. Contact the state at 1-800-749-7371 for maintenance.

Streetlights on metal poles in municipal or county intersections

Maintenance of streetlights on metal poles in intersections within the boundaries of a municipality or on county maintained roads is the responsibility of the individual municipality or county.

Traffic signals

Contact the state, county or local agency responsible for traffic signals at the particular intersection. Pepco does not maintain traffic signals or streetlights mounted on traffic masts.

Important Note

It is the responsibility of the state, county, municipality or subdivision to contact Pepco when the problem involves electric service to a streetlight or traffic signal. Residents should contact those agencies with streetlight complaints. Do not contract Pepco.

Tree Trimming Around Streetlights

Prince George's County Department of Public Works Office of Highway

Maintenance trims trees when the overgrowth obstructs streetlight illumination. The streetlights must be on county maintained roads. The Office of Highway Maintenance can be contacted at 301-499-8520.

New Installations or Upgrades

Residents wanting new or upgraded streetlights should contact their municipality for assistance. The municipality will determine whether a new or upgraded streetlight is needed. It's also the municipality's responsibility to contact Pepco to request construction. Requests from individual citizens will not be reviewed.

