

LINES

PEPCO.COM

AUGUST 2009

What Is Standard Offer Service?

Did you know Pepco delivers electricity but does not generate it?

Pepco sold its generating plants nine years ago with the advent of deregulation, which gave customers the opportunity to choose their electricity supplier.

Customers who do not choose an alternative electricity supplier receive Standard Offer Service or SOS. This means that Pepco not only delivers your electricity, but purchases power for you in the wholesale market.

District of Columbia law requires Pepco to buy electricity for its SOS customers from wholesale suppliers annually, using a competitive bidding process. These suppliers own power plants and produce electricity, or they buy and sell it in the wholesale market. The cost of SOS is passed directly to customers.

SOS rates are reset twice a year. New summer SOS rates take effect on the monthly bill beginning June 1 and run through October 31. Winter rates take effect on the monthly bill beginning November 1 and go until May 31.

For more information on SOS rates, visit pepco.com.

CFLs at a Discount

District consumers can now purchase Pepco discounted CFLs at participating stores in the District of Columbia. Save \$1.50 on single bulbs and \$3 on multipacks. All bulbs are ENERGY STAR® qualified.

Current participating retailers include The Home Depot, 901 Rhodes Ave., N.E., and True Value Hardware, 1623 17th St., N.W.

CFLs last about 10 times longer and use 75 percent less energy than standard incandescent bulbs. Typically you can save about \$40 in energy costs over the life of the bulb.

More retailers are expected to join the discount program, so for more information and up-to-date store locations, visit pepco.com.



Pepco and W*USA9 Team Up for POWERCAST

Pepco is partnering with W*USA9 to bring you the "Pepco POWERCAST" on pepco.com.



The "Pepco POWERCAST" features Chief Meteorologist Topper Shutt and the W*USA9 weather team with the very latest weather information, including the 7-day outlook to help you plan ahead.

You can also view Pepco outage maps during severe weather events, and get energy-saving tips.

This online weather and power outage service is the only one of its kind in the nation, and is an excellent example of a cooperative effort between a major market television station and an electric utility.

Weather forecasts are added every day and updated several times a day during severe weather. You can also view the "Pepco POWERCAST" at wusa9.com.

Sign Up for Utility Bill Discounts

District of Columbia residents should mark their calendars for Thursday, September 17.

That's when qualified low- and moderate-income customers can apply for discounts on utility bills at the Joint Utility Discount Day, Walter E. Washington Convention Center, from 8 a.m. to 7 p.m.

With one application eligible customers can apply for discounts from Pepco, Washington Gas, WASA (water company) and Verizon.

Take Metro's Yellow or Green Lines to the Mt. Vernon Square stop, or take Metrobus routes 66, 70, 71, G8, G2 or P6. The Washington Convention Center is at 801 Mt. Vernon Place, N.W.

For more information call 311. This event is sponsored by the D.C. Public Service Commission, Office of the People's Counsel, District Department of the Environment and the utilities listed above.

Become an Energy Detective

Looking to save energy and keep utility bills down? Summer is a good time to investigate how you use energy. As you examine the evidence, ask yourself these questions:



1. Has there been a change in your living pattern?

You may have kids home from college or you may be working from home. More people at home means more hot water for showers and laundry, and a general increase in electricity use for lights, television, and dishwashing.

2. Have you checked the air conditioning filter?

Dirty filters make your air conditioner work harder. Clean or replace your filter monthly and schedule an annual checkup by a qualified technician.

3. What is your thermostat setting?

During the air conditioning season, Pepco recommends a thermostat setting of 78 degrees, if health permits.

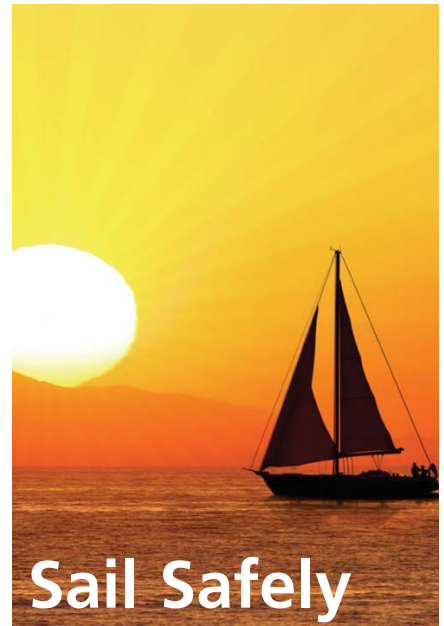
4. Have you added or replaced a major appliance?

If you purchased a plasma television for your home, be aware that some models use more than four times the electricity of a standard TV set.

5. Do you leave certain appliances such as cell phone chargers or high-tech gadgets plugged in when not in use?

Unplug these devices. They are known as "energy vampires" and they consume electricity even when they are turned off or in standby mode.

For more ways to save energy, visit pepco.com and click on My Account.



Pepco wants you to remember that water and electricity don't mix. Follow these safety rules to avoid power lines while sailing.

- Maintain at least 10 feet of clearance between the highest point of your boat and the lowest part of all power lines.
- As you boat, look for signs indicating underwater electric and gas utility lines.
- Never anchor your boat near underwater cables or pipelines.
- Consider the tide when determining overhead and underwater clearances. Both clearances will vary at high and low tides.
- Power lines exist over roads, parking lots, waterways and boat storage facilities so always use the 10-foot clearance rule when hauling, storing or sailing your boat.
- When fishing onboard, check for overhead lines before casting your line.
- If your boat contacts a power line, **DO NOT JUMP IN THE WATER.** Remain on the boat and avoid touching all metal.

 190-06-09/DC

Customer Service: **(202) 833-7500**
TTY Telephone Number for Hearing Impaired: **(202) 872-2369**
To Report Power Outages: **1-877-PEPCO 62 (1-877-737-2662)**