

LINES

PEPCO.COM

APRIL 2009

Use Power Tools Safely

When using power tools to clip hedges, mow the lawn, or make outdoor home repairs, follow these safety tips.

- Wear or use the right personal protective equipment such as safety glasses, a dust mask, gloves, or safety boots.
- Never pull or jerk the cord from the outlet's power supply.
- Don't leave an electric tool running when not in use – turn it off and unplug it. Always store it in a dry place.
- Never use electric tools in wet or damp locations unless approved for that use and connected to a ground fault circuit-interrupter (GFCI).
- Don't plug several tools into one outlet, which could overload the circuit.
- Never carry a power tool by the cord.

Learn more about electrical safety at pepco.com.



Pepco Can Help with Energy Bills

If you're having a difficult time paying your utility bill, Pepco can help. Call us at 202-833-7500 to learn more about the following payment options and energy assistance programs:

Time Payment Arrangements

For customers who may be experiencing temporary financial stress, Pepco offers payment arrangements. This service aims to bring the account up-to-date over a mutually agreeable period of time.

Budget Billing

Pepco's Budget Billing program allows you to make a fixed payment each month to avoid seasonal spikes in your bill.

EUSP

The Electric Universal Service Program (EUSP) assists qualified low-income participants pay their utility bill. For detailed information on EUSP, call 240-777-4450 in Montgomery County. In Prince George's County, call 301-909-6300.

Extended Payment Plan

If your main source of income is from government or other low-income assistance programs, you may qualify to have the due date of your bill extended.

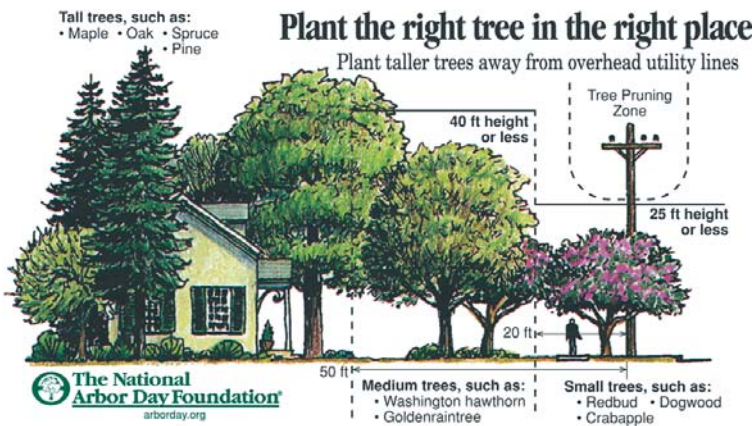
Pepco is sensitive to the hardship our customers face during these tough economic times. That's why we encourage you to contact us at 202-833-7500. We pledge to work with you to make payment arrangements that are fair and reasonable.

Celebrate Earth Day By Saving Energy

Pepco invites you to celebrate Earth Day, April 22, by adopting the following conservation practices. You'll create a better place for future generations and save money on your electric bill.

- Turn off electronics and lights when you leave the room.
- Use the microwave to cook meals because it uses less power than a conventional oven.
- Unplug "energy vampires" such as cell phone chargers, TVs and computers when not in use.
- Use ceiling fans to help reduce the need for air conditioning and heating.
- Insulate your home; wrap water heater and pipes.
- Replace incandescent light bulbs with ENERGY STAR® qualified compact fluorescent light bulbs, CFLs. If every household in the U.S. replaced one light bulb with a CFL, it would prevent enough pollution to equal removing one million cars from the road. Learn more at earthday.gov.

Look for more energy-savings tips on our Web site, pepco.com.



Learn How to Plant the Right Tree

Trees are great for the environment. They provide shade to reduce the need for air conditioning, and they absorb carbon dioxide (CO₂), which makes our air healthier to breathe. But it's important to plant the right tree in the right place to reduce the potential for power outages. Keep these tips in mind:

- Trees that grow tall should never be planted near power lines.
- Never trim a tree that is growing near a power line. Consult a professional.
- Don't plant trees or shrubs near power poles. Doing so could hamper the flow of electricity, and may slow or interfere with the restoration process in the event of a power outage.

To learn more about the planting and care of trees, visit the Arbor Day Web site at www.arborday.org, or pepco.com.



Connecting to Customers on "Twitter"

In an effort to better reach customers, Pepco recently joined Twitter, a social networking and micro blogging Web site. Users converse with each other by sending short text messages, called "tweets."

Media Representative Andre Francis is helping customers with billing questions and posting tweets on energy conservation tips, power outage updates and other issues.

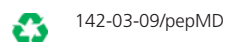
With Twitter, Pepco is engaging customers in a real-time dialogue to improve customer service. So follow us on Twitter at twitter.com/PepcoConnect.

Wal-Mart Stores Join CFL Discount Program

Pepco welcomes Wal-Mart Stores, Inc. to our Maryland retailer network offering great discounts on compact fluorescent light bulbs or CFLs.

Save \$1.50 on single bulbs and \$3 on multipacks with the Pepco discount at Wal-Mart stores in Clinton, 8745 Branch Ave., and Landover Hills, 6210 Annapolis Rd.

CFLs use 75 percent less energy than a traditional incandescent bulb and last about 10 times longer. So shop Wal-Mart and save money, save energy and save the environment.



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)