



Good afternoon Everyone,

I'm writing to continue to make you aware of relief programs and assistance that Pepco is providing to our valued customers who may have fallen behind on their electric bills, and to request your assistance in helping to share this information with residents of the county. Please know that we are committed to working with all of our customers to provide assistance during these challenging times.

As you may recall, on September 1st, we shared with you the Maryland Public Service Commission's ruling to end the moratorium on residential service disconnections in October, with **actual disconnections not beginning until on or after November 15**. As part of that communication, we also shared information about the payment arrangements and assistance programs that customers can take advantage of to help manage their energy bills. We are continuing to work closely with our customers to provide arrangements and assistance in every effort to help avoid service disconnection for our customers. Your assistance in helping to communicate these efforts would be most helpful. **PLEASE PASS THIS IMPORTANT INFORMATION ALONG WITHIN YOUR COMMUNITIES.**

As you are aware, we have been engaging our customers, throughout the COVID-19 pandemic, and will be continuing our outreach, working with our customers to avoid service disconnection.

Since March, Pepco has taken several actions to support customers during the Covid-19 pandemic including:

- Ceased all disconnections for nonpayment
- Re-connected over 200 customers who were disconnected prior to March 13, 2020
- Established payment arrangements with no down payment and a lower payment requirement
- Extended payment periods for balances for a minimum of 12 months for residential customers or 24 months for customers receiving energy assistance from the state's Office of Home Energy Programs (OHEP)

- Conducted extensive proactive outreach to our customers with outstanding balances and have been able to connect many of our customers to hundreds of grants to assist with paying their bills
- Provided more than \$2 million in support to the region, including directly to the United Way of the National Capital Area, to a relief fund established by the Restaurant Association of Metropolitan Washington, as well as support of local small businesses and community colleges.

Throughout the pandemic, Pepco has provided information on flexible payment options and how to apply for energy assistance in advance of the moratorium's end. We recognize that some customers do not qualify for energy assistance programs and are in need as well. We are working with all customers on tailored payment arrangements to help meet their needs.

To support greater awareness, we've begun a robust advertising campaign using traditional media and social media to further inform customers and stakeholders on ways Pepco can help customers manage their energy bills. We also are continuing direct customer outreach through letters, emails and phone calls in an effort to establish payment arrangements.

As a reminder, while the Maryland Public Service Commission has permitted Maryland utilities to begin issuing disconnection notices on October 1, actual disconnections will not begin until after November 15. Again, our goal is to prevent disconnections and to connect with each of our customers to provide assistance, including payment arrangements and program assistance. Our Customer Operations team is committed to assisting every customer through these difficult times.

The most important step that residential customers who are not current on their Pepco bill can take is to contact the company at **202-833-7500** and visit [pepco.com/help](https://www.pepco.com/help) as soon as possible. Customers should never wait until they are in crisis to contact us. **The time is now.**

Additionally, Pepco customers can apply for energy assistance through the Maryland Department of Human Services, by contacting their Local Energy Assistance Office, or by calling the [Office of Home Energy Programs](#) at **1-800-332-6347**.

As we work to support our customers with assistance, we also want to make sure awareness is strong. We're happy to work with your teams to help

communicate this information and invite your office to share our information across its social and digital networks. Below are sample messages, which links to our energy assistance page

Message 1

If you've been struggling with a past-due balance, Pepco can help you bring your account current with a Deferred Payment Arrangement Plan. This plan allows you to pay off your balance over time through installments with no required down payment.

[Learn More About Payment Arrangements](#)

Message 2

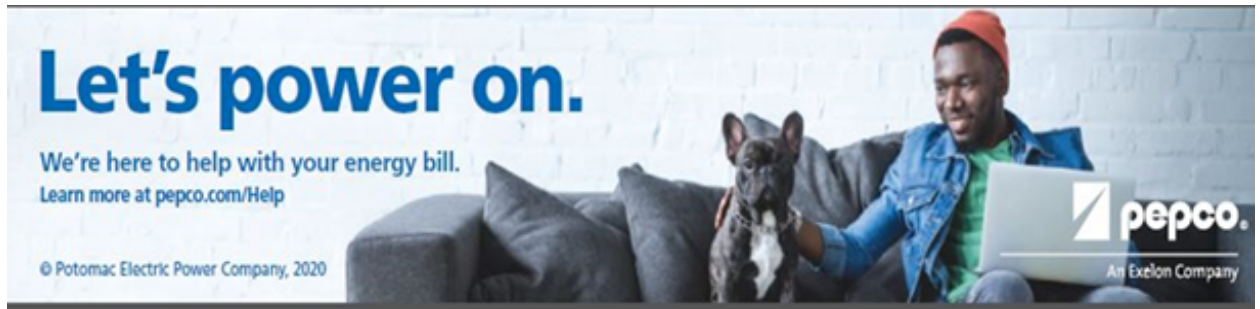
We can point you in the right direction for help. Assistance is available from programs, funds and resources that have been created specifically for energy customers, such as the Fuel Fund of Maryland and the Office of Home Energy Programs.

[Learn More About Assistance Programs](#)

Message 3

Pepco does not want to disconnect service for any customer and only does so after a multi-step notification process. They have a variety of programs that can help you if you are struggling to pay your bill. They also offer a variety of ways to pay your bill online, by phone, by mail and more.

[Learn More About Assistance Programs](#)



We appreciate any partnership outreach you can provide and again, invite you to have a conversation with us if you have any questions. You can always reach me by email or by phone at **(202 360-7407)**.

As always, thank you for your constant, collaborative support.

Tony

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