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FOR IMMEDIATE RELEASE

Pepco Extending Customer Support Practices to Ensure All Residents Have Safe and Reliable Energy Service During This Critical Time

Company to provide electric service to previously disconnected residents across the District and Maryland

WASHINGTON, D.C. (March 23, 2020) – Pepco is taking several major steps to help ensure all residents across its District of Columbia and Maryland service area have access to electric service during this critical time. As the COVID-19 pandemic worsens, officials across the country are enacting shelter in place or similar orders to ensure public safety. With more people, including school children, at home during the day, Pepco will be working with residents who have had their service disconnected on a case-by-case basis to reconnect service and help ensure access to safe and healthy environments.

“We recognize the important service we provide and that more people are relying on electricity during this critical time,” said Dave Velazquez, president and CEO of Pepco Holdings. “We need to come together in support of one another during this time, and ensuring every resident has access to safe and reliable electric service is just one of the many ways we are doing just that.”

While the company has already suspended all disconnections through at least May 1, residents who have had their electric service previously disconnected should contact the company at 202-833-7500 to begin the reconnection process. As part of this process, Pepco Customer Care agents will work with residents to help identify assistance programs that can supplement bill payment and can help ensure service remains on after this pandemic.

Pepco is committed to the safety of its customers, employees and contractors. Communities can be assured that Pepco crews will not restore service in unsafe situations. The company will work with agencies, where possible, to identify support to help correct these safety issues before service can be reconnected.

Pepco customers with a disconnection notice or who currently have service disconnected can receive a grant up to \$1,000 once a year through the Pepco Washington Area Fuel Fund Partnership administered by the Salvation Army. Customers in the District of Columbia (wards 1-6) call 202-332-5000 or (wards 7-8) call 202-678-9771. Prince George’s County residents can call 301-277-6103 and Montgomery County residents can call 301-515-5354 for assistance.

(more)

Pepco works closely with its community partners to connect customers with grants and programs like LIHEAP, the Low-Income Home Energy Assistance Program. LIHEAP provides grants in varying amounts based on a household's income size, type of fuel, and type of dwelling, with no pay back required. District residents can apply for assistance online through the [Department of Energy and the Environment website](#) or by calling 3-1-1. Maryland customers can apply for LIHEAP energy assistance through the [Department of Human Services website](#), by visiting a [Local Energy Assistance Office](#), or by calling the Maryland Department of Human Services Office of Home Energy Programs at 1-800-332-6347.

Other programs supporting District customers include:

- The Utility Discount Program (UDP) assists low-income District residents reduce their utility costs. Eligible customers may receive a discount of up to \$475 per year on their electric bill (\$300 per year if non-electric heat). District residents can visit the Department of Energy and the Environment website at doee.dc.gov to apply online or calling 3-1-1 to schedule an in-person appointment.
- The Greater Washington Urban League provides up to \$500 in assistance to eligible customers facing disconnection. Customers can call 202-265-8200 or visit www.gwul.org.

Other programs supporting Maryland customers include:

- The Electric Universal Service Program (EUSP) helps eligible customers pay for a portion of their current electric bill. The Arrearage Retirement Assistance (ARA) program helps customers with large, past due electric and gas bills. If eligible, customers may receive forgiveness of up to \$2,000 towards their past due bill. The Utility Service Protection Program (USPP) is designed to help low-income families during the heating season. Information regarding these programs can be found on the Maryland Department of Human Services [Office of Home Energy Programs website](#) or by calling 1-800-332-6347.
- Prince George's County residents may qualify for energy assistance from [Mary's Center](#) by calling 202-545-2024 or go directly to maryscenter.org.
- Income eligible Montgomery County residents can receive energy assistance from [Interfaith Works](#) by calling 301-762-8682.

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Pepco is a unit of Exelon Corporation (Nasdaq: EXC), the nation's leading energy provider, with approximately 10 million customers. Pepco provides safe and reliable energy service to approximately 894,000 customers in the District of Columbia and Maryland.