

News Release

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FOR IMMEDIATE RELEASE

Pepco Reminds Customers of Important Programs and Assistance Available to Aid Those Who Are Behind on Their Energy Bills

WASHINGTON, D.C. (Jan. 12, 2020) – Pepco is reminding customers who may be financially impacted by the COVID-19 pandemic to contact the company now to establish payment arrangements and get connected to customer assistance programs that can help get their accounts up to date. Pepco recognizes the ongoing financial challenges some customers are facing as a result of the pandemic and is committed to working with customers individually to help with the continuation of their electric service.

The most important step that customers who are past due on their Pepco bill can take is to call 202-833-7500 or 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. Customers must contact the company now!

Pepco Customer Care will work with customers having difficulty paying their energy bill by helping enroll customers into available payment options, including:

- Flexible payment arrangements that offer tailored payment plans
- Eliminating down payment/security deposit requirements
- Extending payment periods for balances
- Connecting customers with energy assistance funds

Millions of dollars in energy assistance remains available for customers. 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. Maryland customers can apply for LIHEAP energy assistance through the [Department of Human Services website](#), or by calling the Maryland Department of Human Services Office of Home Energy Programs at 1-800-332-6347. District of Columbia residents can apply for assistance online through the [Department of Energy and the Environment website](#) or by calling 3-1-1.

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, by mail or by calling 3-1-1.
- 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.

(more)

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 toward 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.

Customers who have the financial ability, can help support those in need by contributing to the Good Neighbor Energy Fund or the Gift of Energy program. Learn how at [pepco.com/help](#).

To further support customers and communities across the District and Maryland, Pepco has provided nearly \$3.5 million in contributions of shareholder dollars to help customers in need, including support to local emergency funds, small businesses, scholarships for students impacted by the pandemic and benefits from the 2016 merger between Exelon and Pepco Holdings. These funds are helping to support customers who may be impacted by the effects of the COVID-19 pandemic and other financial challenges.

In addition to payment arrangements and energy assistance support, Pepco has many programs that can help customers manage their monthly energy bill, including [Budget Billing](#), which averages payments over a 12-month period. The company also offers energy efficiency programs and energy saving information to help customers reduce their energy usage. Information regarding these programs can be found at [pepco.com/save](#).

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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.