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Pepco Taking Steps to Support Customers During Coronavirus Pandemic

Company provides tips, resources and payment accommodations for those who may have challenges paying their monthly energy bill

WASHINGTON, D.C. (March 13, 2020) – With officials in the District of Columbia and Maryland and other locations declaring a state of emergency in light of the COVID-19 pandemic, Pepco understands customers may be affected by the ramifications and is taking steps to help. In addition to reminding customers of existing bill assistance resources, the company is taking steps to expand awareness of the programs in place to help customers through temporary or extended financial hardship. **Pepco also is suspending service disconnections and waiving new late payment fees through at least May 1** and will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options.

“We are committed to helping every customer through difficult times, and we know there will be many challenges associated with this pandemic,” said Dave Velazquez, president and CEO of Pepco Holdings. “From programs that provide supplemental support, billing options that spread costs more evenly, to relief of late payment fees, we are taking important steps to support our customers and communities.”

Customers who may be challenged in paying their Pepco bill should contact Pepco Customer Care at 202-833-7500. Pepco will work with customers who may have difficulty paying their energy bill. The company offers [payment options](#), like Budget Billing, which averages payments over a 12-month period to help customers manage their monthly energy bill, or flexible payment arrangements that offer individually tailored payment installment plans. Through [Pepco’s Gift of Energy program](#), anyone can make a payment toward a friend or family member’s energy bill. The gift will appear on a future bill as a credit to the recipient's account.

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 202-847-4247 or go directly to maryscenter.org.
- Income eligible Montgomery County residents can receive energy assistance from [Interfaith Works](#) by calling 301-762-8682.

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.

Readers are encouraged to visit [The Source](#), Pepco's online newsroom. For more information about Pepco, visit pepco.com. Follow us on Facebook at facebook.com/pepcoconnect and on Twitter at twitter.com/pepcoconnect. Our mobile app is available at pepco.com/mobileapp.

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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.

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