



Winter Ready DC



District of Columbia Public Service Commission

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Preparing our System



- Improving our system's reliability and ensuring our customers always get the service they expect are among our most pressing tasks and require ongoing effort, persistence, and attention.
- To that end, Pepco has invested more than \$658 million over the past three years to strengthen and modernize the District's electric system. Upgrades have included:
 - Replacing poles, feeders, and wires
 - Updating and building new substations
 - A robust vegetation management and tree trimming program
- Despite an increase in severe weather and storm activity in D.C., our customers have seen a drop in the frequency and duration of outages:
 - Since 2011, D.C. residents have experienced a 42 percent reduction in the number of outages; when outages occur, they have been restored 33 percent quicker



Preparing Our Employees



- Readiness Winter 2017 is currently underway at Pepco, which means getting every division of our company ready for whatever the season throws our way. Includes:
 - Coordinating our communications capabilities
 - Verifying staff resources at local Emergency Operation Centers (EOCs)
 - Ensuring vehicle readiness and reviewing safe driving habits for winter weather
 - Sending readiness letters to customers and key officials
 - Holding storm preparation drills for our teams
- Here's how we operate when storm threats are on the radar:
 - We work with meteorologists from StormGeo to track the storm
 - We ensure necessary staffing levels within each department of our company
 - We secure appropriate resources on site and obtain mutual assistance crews as appropriate, with added resources available from across the Exelon family of utilities
 - We make pre-recorded calls to ask customers to prepare for possible outages
- Here's what happens when a storm hits and outages occur:
 - Our Incident Command Center opens; our crews get on the streets to restore power as soon as it's safe to do so; and we coordinate activities with emergency preparedness partners at the federal and local level, plus the Red Cross
 - Our team maintains a 24-hour presence at a designated EOC, coordinating, sharing, and distributing real-time information
 - Our staff stays in touch daily with customers and government officials to provide progress updates throughout the storm



Preparing our Customers

- At the start of each winter season or before storms occur, Pepco issues reminders to its customers to be prepared in case of outages (special outreach to customers with medical equipment occurs). Pepco asks customers to:
 - Have an emergency kit, including a flashlight, battery powered clock/radio; maintain a charged phone and have extra batteries
 - Keep non-perishable food items including bottled water, a can opener and key phone numbers
 - Steer clear of downed power lines and call Pepco's customer care center at 877-737-2662
 - Find Pepco's Weathering the Storm Fact sheet from our website at www.pepco.com
- Beyond steps customers can take themselves, Pepco is deploying new technology and tools to ensure better service, response, and communication during winter storms. For example:
 - Smart Meters allow Pepco to remotely determine if a location has lost service or been restored during outage situations, saving time and reducing the duration of outages.
 - Mobile Apps provide customers real-time information about outages, along with notifications about restoration progress
- When our system is damaged by severe weather, Pepco repairs equipment that will restore power to the largest number of customers first. The sequence typically goes as follows:
 - Downed live wires, potentially life-threatening situations and public health and safety facilities without power
 - Transmission lines serving thousands of customers
 - Substation equipment
 - Main distribution lines serving large numbers of customers
 - Secondary lines serving neighborhoods
 - Service lines to individual homes and businesses



Helping Customers Prepare for Winter Bills



- As cold weather approaches, customers, especially seniors and low-income households, worry about how higher heating costs will affect their budget. Pepco is ready to help – with flexible payment options and energy assistance programs that make it easier to manage winter bills. Here are four ways we try to lend a hand to local families and businesses each winter:
- **Budget Billing.** Avoid seasonal peaks by dividing payments evenly over the entire year. Customers will know their regular payment amounts, thereby making it easier to stay within their energy budget – even in the hottest or coldest months
- **Special Payment Arrangements.** If anyone has difficulty keeping payments up-to-date, we offer individually tailored payment installment plans
- **Extended Payment Date Plan.** If a household’s main source of income is from government aid or other low-income programs, families may qualify for a regular extension of their bills’ due date without a late charge
- **Energy Assistance Programs.** Pepco customers have numerous options to apply for energy assistance, including:
 - The Low Income Home Energy Assistance Program (LIHEAP), which provides critical home heating and cooling assistance to qualified D.C. residents. Call 3-1-1 or visit doee.dc.gov/liheap for more information
 - The Residential Aid Discount (RAD) program, which offers assistance to residents qualified through DOEE. For more information or to apply, residents can call 3-1-1 or visit doee.dc.gov/liheap and click on Utility Discount Program
 - The Washington Area Fuel Fund (WAFF), which helps qualified customers pay their heating bills. Customers can apply for this program by contacting the Salvation Army office at 202-332-5000 or 202-678-9771

