

## **Pepco Reminds Customers of Important Energy Assistance Programs**

*Programs tailored to help customers with temporary or extended hardship, including those impacted by the federal government shutdown*

Pepco reminds customers of important energy assistance available in the District of Columbia and Maryland to help meet their energy needs. With hundreds of thousands of people impacted by the ongoing federal government shutdown, Pepco is taking steps to expand awareness of the programs in place to help customers stay energized through temporary or extended financial hardship.

“We are committed to providing affordable energy service for every customer,” said Dave Velazquez, president and CEO of Pepco Holdings. “Through our own programs, as well as programs offered by community and government partners, we can help every customer make ends meet during tough times.”

Pepco works closely with state, federal, and nonprofit partners to ensure they have the information and support they need to help customers manage their energy expenses during times of hardship.

“We are here for our customers and our nonprofit community partners and we will consider additional support as necessary,” added Velazquez.

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](http://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](http://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.
- 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.

Through [Pepco's Gift of Energy program](#), anyone can make a payment towards 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 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.

Customers can contact Pepco Customer Care at 202-833-7500 to ask about available resources or register for My Account, a web-based interactive tool that provides customers with a detailed analysis of their specific electric use and offers ways to save money and energy.

Readers are encouraged to visit [The Source](#), Pepco's online news room. 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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*About Pepco: Pepco, a public utility owned by Exelon Corporation (NYSE: EXC), provides safe and reliable energy to more than 842,000 electric delivery customers in Maryland and the District of Columbia.*

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