

News Release

Contact: Jamie Caswell
Pepco, Communications
202-872-2680 (media hotline)

FOR IMMEDIATE RELEASE

Pepco Says Customers Must Act Now as Millions of Dollars in Assistance Funds Remain to Help Pay Energy Bills

Customers who may have never qualified for assistance may now qualify

WASHINGTON, D.C. (March 1, 2021) – With millions of dollars in assistance funding available for customers who may be struggling to pay their energy bill, Pepco says customers need to act now to secure these essential funds while they last. Pepco understands the ongoing challenges customers are facing due to the COVID-19 pandemic and is committed to helping every customer meet their energy needs.

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. Customers who may have never qualified for energy assistance may now qualify based on their current financial situation. Customers in Maryland could qualify for more than \$1,000 in assistance, and customers in the District of Columbia could secure \$1,800 in assistance just through LIHEAP alone.

- 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.

Just last week, Pepco employees participated virtually in LIHEAP Action Day, hosted by the National Energy and Utility Affordability Coalition. Our employees advocated for policies that protect funding for the LIHEAP program by sharing stories with elected officials and policymakers that demonstrate the program's value to vulnerable households in Washington, D.C. and Maryland.

In addition to helping customers secure energy assistance, Pepco offers expanded billing and payment options that include eliminating down payment/security deposit requirements, extending payment periods for balances and connecting more customers with energy assistance funds. Pepco continues to reach out to customers who have fallen behind on their payments, as well as customers who may be eligible for energy assistance, through phone calls, letters, emails, social media, targeted advertising, and more. **The most important step that customers who are past due on their Pepco bill can take is to contact the company at 202-833-7500 or [pepco.com/Help](https://www.pepco.com/Help) as soon as possible. Customers should never wait until they are in crisis to contact the company.**

Other energy assistance for District residents includes:

- 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.

Other energy assistance for Maryland residents includes:

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

Maryland customers will also have access to an additional \$83 million dollars in energy assistance through the RELIEF Act of 2021 that was signed by Gov. Larry Hogan last month.

Pepco encourages customers who have the financial ability to 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 those in need, including support to local emergency funds, small businesses and students impacted by the pandemic.

To learn more about Pepco, visit [The Source](#), our online newsroom. Find additional information by visiting pepco.com, on Facebook at facebook.com/pepcoconnect and on Twitter at twitter.com/pepcoconnect. Pepco's 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.