

# LINES



"Stay safe, never go near or touch a downed power line." – Jim Base, safety and human performance manager

SPRING 2016

## Pepco Holdings and Exelon Complete Merger

Millions of dollars in merger benefits to be delivered to customers and communities.

On March 23, Pepco Holdings, parent company of Atlantic City Electric, completed its merger with Exelon Corporation, making us a member of the Exelon family of companies. Now that the merger is approved, you can look forward to several benefits that support both our customers and the communities we serve.

Customer benefits as part of the merger include:

- An immediate bill credit of \$113.16 for all customers in New Jersey
- A program to provide \$15 million in energy-efficiency savings to Atlantic City Electric customers over five years
- Fewer and shorter power outages for Atlantic City Electric customers and significant financial penalties to Exelon and Atlantic City Electric if we do not meet higher reliability goals

In addition to direct customer benefits, we have made commitments to our communities, including:

- Commitment to hire at least 60 union workers in New Jersey

**Atlantic City Electric will retain its local headquarters in New Jersey, and Vince Maione will remain with the company as the Atlantic City Electric**



Vince Maione



Dave Velazquez

**regional president. Additionally, Dave Velazquez has become president and chief executive officer of the Pepco Holdings utilities.**

- Honor and maintain our strong commitment to workforce and supplier diversity programs
- A guaranteed \$7 million in contributions over 10 years to nonprofits that serve New Jersey's most vulnerable residents

We look forward to continuing to deliver safe, reliable electric service to you. For more information about our merger, visit [PHITomorrow.com](http://PHITomorrow.com).

## We Can Help You Be Weather-Ready For Storms

The summer storm season is here. Here are some things you can do now to help you stay safe and connected when severe weather strikes.

### Update Your Contact Information:

Call 1-800-642-3780 to ensure that your current phone number is displayed on your account so we can accurately identify you if you call to report an outage.

### Assemble an Emergency Storm Kit:

Gather important items to keep handy in the event of a storm. Your kit should contain bottled water, non-perishable foods, blankets, flashlights and extra batteries, a first-aid kit and prescription



medications, special medical supplies, hand tools and other essential items.

### Make a Plan in Case of Extended Power Outages:

Know where you will go in the event of a power outage lasting multiple days. Look for a designated location with back-up power, or plan to stay with a relative, friend or neighbor. **Important:** If

you have a generator, never run it indoors, inside a garage or carport, or near open windows – only operate it outdoors in a well-ventilated area, following all safety guidelines.

### Register for the Emergency Medical Equipment Notification Program:

This program is important for customers who rely on electricity to power life-support equipment in their homes. Call 1-800-642-3780 and or visit [atlanticcityelectric.com/EMENP](http://atlanticcityelectric.com/EMENP) to learn more.

Severe weather is a fact of life in a changing world and restoring power safely takes time. Take steps to be weather-ready today.

**POWER OUT? CALL 1-800-833-7476**

# Enhancing Reliability, Serving You Better

We continue to make significant investments in our electric system to improve reliability performance and our customers are benefiting from these improvements, experiencing fewer and shorter outages. During 2015, we achieved our best reliability performance in more than a decade.

Over the past five years, we've invested approximately \$716 million in system upgrades including:

- Upgrading hundreds of poles and installing hundreds of miles of sturdier wire
- Constructing new infrastructure and substations to meet growing customer demand
- Upgrading aging infrastructure
- Installing automated technology designed to isolate outages and restore power to customers faster

We've also invested more than \$40 million over the last three years on tree trimming and associated vegetation management work along nearly 5,200 miles of power lines to help prevent outages.

In addition to system improvements, we assess our performance

after each major storm. Through these assessments and with input from customers, public officials and regulators we've implemented additional proactive communications and operational changes to help improve emergency response and keep customers better informed during storms such as:

- Developing a storm damage and outage prediction model to better allow us and local officials to prepare for the potential of large-scale outages
- Conducting immediate, proactive outreach through multiple communication channels with our local, county and state officials, including regulators and emergency response officials
- Immediately providing public officials with early assessments of storm damage and our initial estimates for power restoration



- Improving coordination with county offices of emergency management (OEM) for faster reporting of wires down and tree removal by prioritizing roads for clearance

We are committed to investing in system reliability and performance improvements so that we continue to meet the current and future needs of our customers in southern New Jersey.

## STAY CONNECTED

Use these resources to stay connected to information should you experience an outage.

- Download the Atlantic City Electric Self-Service app at [atlanticcityelectric.com/mobileapp](http://atlanticcityelectric.com/mobileapp) or through your app store to report outages, receive alerts on the restoration progress, access outage maps and call us through a direct dial link.
- Call 1-800-833-7476, to report outages and downed wires, and please request a call back so we can verify if individual or small groups of outages still exist.
- Visit [atlanticcityelectric.com](http://atlanticcityelectric.com) and click "Outage Center" to report an outage.

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: 800-642-3780  
TTY Telephone Number for Hearing Impaired: 800-898-8056  
To Report Power Outages: 800-833-7476

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