

Lines

THE NEWSLETTER FOR ATLANTIC CITY ELECTRIC CUSTOMERS

ATLANTICCITYELECTRIC.COM

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DID YOU KNOW?

Q: My power went out during a recent storm. When the lights came back on, the power went out again. Why did this happen?

A. There are several possible explanations. Sometimes after the first repair has been made, trees or branches may fall on different sections of the power line feeding your home, causing another outage.

Also, crews may make temporary repairs to restore power, with the intention of coming back later to make permanent repairs. We do this so crews can move quickly from problem to problem.

These temporary repairs are more susceptible to storm damage, and if we have recurring storms before permanent repairs can be made, some of the same customers may lose power again.

For more information on power outages and the steps we take to restore service, visit atlanticcityelectric.com.

Web tool helps users find energy savings.

Atlantic City Electric understands that rising energy prices affect many people. That's why we are encouraging our customers to use "My Account" on atlanticcityelectric.com. It's our free interactive Web tool designed to help you become smarter about your home's energy use.

We recently surveyed customers who told us what they like best about the "My Account" tool.

Customer Comments:

"I like seeing year to year comparisons and also how my home compares to other homes in my neighborhood."



"I don't have to wait to talk to a customer service rep. I can find the answers myself."

"I can look at my bill and how much I've used when I want to. I work shiftwork and go online later at night."

"I like the varieties and options of displaying comparative information."

Now it's your turn, we want to hear from you, too.

Go to atlanticcityelectric.com, log on to "My Account," and see what energy savings you find. Then email us at Lines@pepcoholdings.com.

Using "My Account" is the smart way to save energy and money – so give it a try today.



