

Be Prepared for Winter Storms

Safe, reliable service has always been a top priority for Atlantic City Electric. However, winter storms occasionally damage our electrical system and cause power outages.

Heavy, wet snow and ice can knock down power lines so follow these three critical steps to stay safe:

1. Never touch a downed power line or any object that is in contact with one.
2. Always assume that fallen wires are live and keep clear of them.
3. Call us immediately at 1-800-833-7476 if you see a pole accident, down wires, tree limb on a wire or other electrical emergency.

Customers can prepare for winter storms by assembling a storm emergency kit to include:

- flashlights and/or lanterns,
- a battery-powered radio,
- extra batteries,
- water for drinking and cooking, and
- a supply of non-perishable foods—such as energy bars.

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Where to Find Help When You Need It



Atlantic City Electric understands that tough economic times are making it difficult for some, especially those on a low or fixed income. If you need help paying energy bills, you may be able to take advantage of the following programs:

LIHEAP The federal Low Income Home Energy Assistance Program (LIHEAP) is available to those struggling to pay energy bills. LIHEAP is a block grant program that assists low-income households – both homeowners and renters. For more information, call 1-800-510-3102.

Universal Service Fund This service provides year-round help with energy bills. Call 1-866-240-1347 or visit www.energyassistance.nj.gov.

New Jersey Lifeline Credit Program This utility assistance program offers up to \$225 to those who meet income guidelines. This program is available to those who pay a utility bill, as well as tenants whose bill is included in their rent. Call 800-792-9745 for information.

New Jersey Shares If you're experiencing temporary financial problems, contact New Jersey SHARES at 1-866-657-4273 or log on to www.njshares.org.

Budget Billing In addition to government assistance, Atlantic City Electric's Budget Billing program helps customers budget energy costs over time. With Budget Billing, you make a fixed monthly payment to avoid spikes in energy bills. So before your bill gets unmanageable, call us at 1-800-642-3780.

This is the second in a series of articles on managing winter energy costs. Next month, low-cost, no-cost tips for conserving energy.



Protect the Environment with Green Bill

Atlantic City Electric customers can now sign up for Green Bill, our online billing and payment system and choose to stop receiving a paper bill.

With Green Bill, customers voluntarily register through "My Account" at atlanticcityelectric.com. Select the 'Go Green' option and then check the box to go paperless.

Green Bill customers automatically receive a monthly e-mail stating their bill is ready to view and pay. You can make a payment right after you sign up.

If you also select the recurring payment option, your future bill payments will be automatically processed on the due date.

Partner with us to help protect the environment. Green Bill is a faster, more environmentally-friendly payment experience.

Save a tree ... go paperless ... with Green Bill.

Get Cash for Recycling Old Refrigerators

Beginning this month, New Jersey residents will receive a \$30 incentive when they recycle their old, energy-wasting refrigerator through New Jersey's Clean Energy Program.

In addition to the cash incentive, participants can save up to \$150 a year in electricity costs and help keep harmful materials out of landfills by recycling their old units.

To schedule an appointment, call 1-877-270-3520 or visit their Web site at www.NJCleanEnergy.com. Refrigerators and freezers must be working and must have an inside measurement of 10 cubic feet or more to be eligible.



Feb. 12-14: Cape May Wine Weekend; Mid-Atlantic Center for the Arts & Humanities; Cape May; 609-884-5404; www.capemaymac.org.

Feb. 13 & 14: Crafts and Antiques in Winter; Mid-Atlantic Center for the Arts & Humanities; Cape May; 609-884-5404; www.capemaymac.org.

Feb. 13: Chocolate Fantasy Buffet; Mid-Atlantic Center for the Arts & Humanities; Cape May; 609-884-5404; www.capemaymac.org.

Feb. 19 & 20: The Looking Glass Mysteries; Mid-Atlantic Center for the Arts & Humanities; Cape May; 609-884-5404; www.capemaymac.org.

Feb. 21: The Mad Batter Beer School; Mid-Atlantic Center for the Arts & Humanities; Cape May; 609-884-5404; www.capemaymac.org.

Feb. 28 - Mar. 6: Atlantic City's Restaurant Week; AC area; www.acerestaurantweek.com.

FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at atlanticcityelectric.com.

To include a future event either in Lines or online, fax to: 302-283-6095, or e-mail: lines@atlanticcityelectric.com.

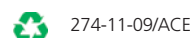
Winter Storms (cont. from front)

Customers with health problems or who depend on home medical equipment should prearrange for alternate shelter in case of a prolonged outage. It may be helpful to fill prescription medications prior to the arrival of an expected winter storm.

To keep warm during a winter power outage:

- wear layers of warm clothes and use blankets.
- stay in the warmer parts of your home – away from windows and doors, and
- never use a stove to heat your home.

We have more emergency preparation tips at atlanticcityelectric.com.



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