

Please read over the following information thoroughly. If you have any questions, give our Customer Care team a call at 800-642-3780. We're open Monday through Friday, 7 a.m. to 7 p.m.

### 1. Designating a friend or relative to access information about your account

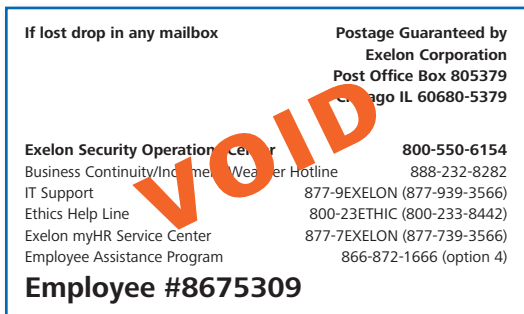
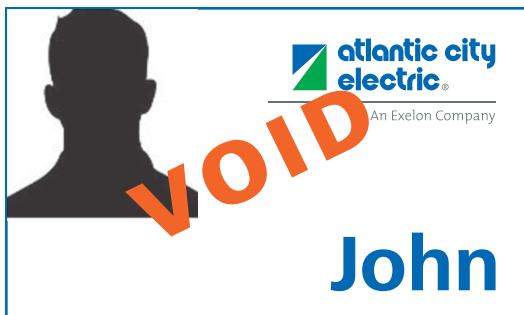
Did you know that you can designate a relative, friend or other third party to have access to information about your account? That person will be able to speak with our Customer Care team about your account, arrange for payment of your bill, and receive a copy if there's ever a disconnection notice. The person you choose will have to accept this designation first by filling out a Third-Party Authorization form, available online at [atlanticcityelectric.com](http://atlanticcityelectric.com). They won't be responsible for paying your bill (that will still be your responsibility), but some of our customers find it handy to have someone else that can help them keep on top of things.

### 2. Emergency Medical Equipment Notification Program

If you or someone else that lives with you relies on life-sustaining equipment that is powered by electricity, please let us know. We have an emergency notification service that will give you advance notice of planned service outages and forecasted severe weather events that could cause an outage. To sign up, just complete the certification forms available online at [atlanticcityelectric.com/EMENP](http://atlanticcityelectric.com/EMENP).

### 3. How to identify our employees when they need access to our equipment

On occasion, our employees might need reasonable access to your premises to reach things we own, like the electric meter. It's important you only give access to our employees if they are wearing an identification badge that looks like this one (without the word "void", of course):



### 4. What happens when we find a billing error

We do our best to make sure we're getting your billing right. If we find an error, and it increases your bill by more than 25 percent, you have the right to spread the extra payments out over several billing cycles. In this case you can take as long to pay it off as the time we took between meter readings. On the other hand, if we charge you too much, just let us know in writing and we'll do our best to credit your account within two billing cycles. If we miss this timeframe, you also have the right to receive interest on the overpayment.

## 5. Customers who rent their property and pay electric bills directly

If you are a tenant and you are also the customer of record on your electric account, you should know that pursuant to New Jersey Board of Public Utilities rules, no tenant-customer may be billed or disconnected for failure to pay for electric service which was diverted outside of his/her premises without the tenant-customer's permission. Upon suspecting that his or her utility bill is unexplainably high because of a diversion of service, the tenant-customer should notify us immediately by calling 800-642-3780.

Thanks for being an Atlantic City Electric customer. We're here to help, so if you have any questions, call us.

**Customer Service/Atención al Cliente:**

**800-642-3780**

**TTY for Hearing Impaired:**

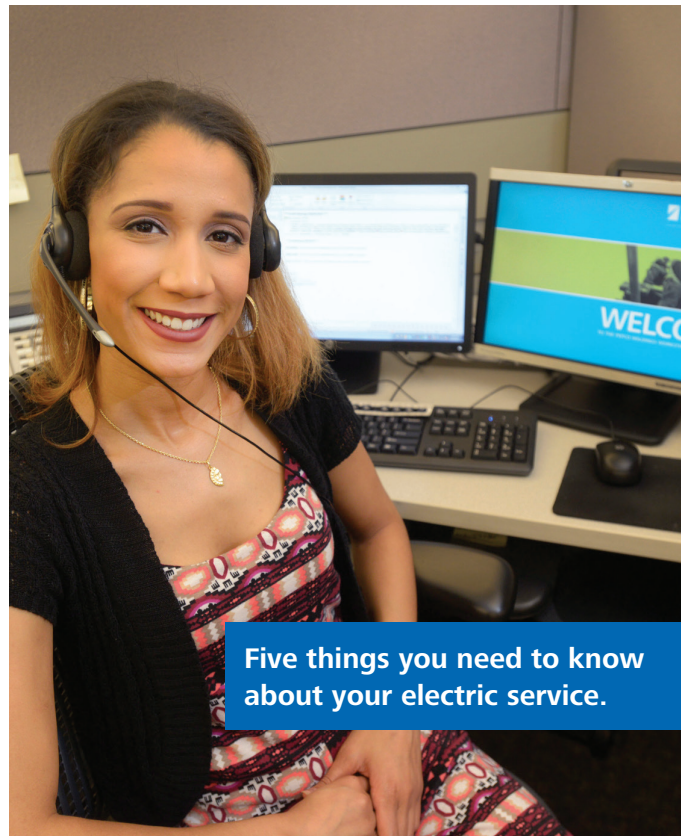
**800-852-7897 (English)**

**866-658-7714 (Spanish)**

**STAY SAFE. STAY CONNECTED.**

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# IMPORTANT INFORMATION FOR ATLANTIC CITY ELECTRIC CUSTOMERS



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