

COMMUNITY FOCUS



PHI CEO Shares Insights on Changes in the Utility Industry



Dave Velazquez, PHI president and CEO, recently spoke at the Maryland-District of Columbia Utilities Association's

2016 Fall Conference in Cambridge, Maryland that discussed changes facing the utility industry. This year's event focused on change and the many ways companies are adapting.

Velazquez joined a panel of senior leaders from other local utilities, including Washington Gas, Easton Utilities and Washington Suburban Sanitary Commission, to discuss major changes in their respective areas. Solar and renewables, grid modernization and a changing economy were among some of the key topics addressed. "These and other changes are transforming our

industry and changing what it means to be an electric distribution utility company," said Velazquez. He also emphasized the need for utilities to respond quickly to such change, noting that technological and social changes will continuously impact customer behavior.

The Maryland-District of Columbia Utilities Association promotes and develops the utility industry in order to benefit customers, members and the public. The organization includes representatives from the region's electric, gas, telecommunications and sanitary utilities.

Exelon Foundation Donates \$1 Million to the National Museum of African American History and Culture

The Exelon Foundation announced in September, plans to donate \$1 million to the National Museum of African American History and Culture in Washington, D.C., the Smithsonian's newest museum. The donation will support the museum's exhibitions and programs, which are designed to use African American stories and contributions as a lens into a deeper understanding of U.S. history and its links to the world.

"We're proud to support this museum and its essential role in telling the story of America in all its richness and complexity," said Chris Crane, Exelon president and CEO, and chairman of the Exelon Foundation. "Diverse perspectives and backgrounds are fundamental to understanding and celebrating who we are as a nation. They also are fundamental to our business and our core values. At Exelon, we embrace those same ideals in everything we do as a company."

The National Museum of African American History and Culture was established as the 19th Smithsonian museum by an Act of Congress through legislation signed into law by President George W. Bush in 2003, following decades of efforts to promote and highlight the contributions of African Americans. Now open, the nearly 400,000-square-foot museum is the nation's largest and most comprehensive cultural destination devoted exclusively to exploring, documenting and showcasing the African American experience.



PHI and Exelon Report Progress Since Merger

Exelon and Pepco Holdings are pleased to have provided an update on the progress the companies have made in delivering benefits to customers, communities and local economies since the completion of the merger earlier this year.

In total, the combined companies are delivering a package of direct benefits worth more than \$440 million across the Pepco Holdings territories including Pepco in the District of Columbia and Maryland and sister utilities Atlantic City Electric in New Jersey, and Delmarva Power in Delaware and Maryland. The benefits include steps to make energy more affordable, reliable and sustainable, as well as investments in local jobs and economies.

“As promised, our customers are benefiting from more affordable, reliable and sustainable energy since we joined the Exelon family of companies,” said Dave Velazquez, president and CEO, Pepco Holdings. “Together with Exelon, we are stronger, more innovative and better-resourced and we plan to continue that progress for our customers.”

“Since Exelon and Pepco Holdings became one company, our focus has been on delivering our customer service, community and economic

commitments,” said Chris Crane, president and CEO, Exelon. “Working together, we are providing world-class service, reliability, environmental sustainability and philanthropic support to the customers and communities we serve.”

Exelon and Pepco Holdings have already delivered millions of dollars in direct benefits to customers and communities since becoming one company, including customer bill credits, improved reliability, charitable giving and an enhanced commitment to clean energy.

Specifically, the companies have:

- Delivered bill credits to residential customers across all the Pepco Holdings territories, amounting to \$167.2 million.
- Provided \$57.7 million in energy-efficiency and grid modernization program funding.
- Forgiven \$2.3 million of residential customer debt.
- Begun to hire more than 340 new employees and provided \$1.2 million to workforce development programs.
- Spent more than \$91 million with local, diverse suppliers.
- Provided faster and easier solar installations, including an improved online application for solar interconnection.

- Continued charitable giving, donating more than \$2.8 million to local nonprofits since the merger, and which will exceed \$5 million for the entire calendar year.
- Begun sharing best practices and resources across Exelon’s six utilities to improve reliability, storm response and customer service.

Over time, additional benefits will include:

- Higher reliability performance with fewer and shorter power outages for customers.
- \$50 million in total contributions over 10 years to nonprofit organizations that serve local communities.
- Continued funding for energy-efficiency and grid-modernization program commitments that benefit customers.
- Development of additional support for renewable energy.
- Continued funding of workforce development commitments and an ongoing commitment to foster workforce and supplier diversity.
- Additional rate credits for customers and Arrearage Management Program funding for low- and limited-income customers.

More information is available at www.PHItomorrow.com.

Pepco Energy Assistance Summit Held

Pepco’s Annual Energy Assistance Summit, hosted by the Office of the Customer Advocate, took place on October 14 at Pepco’s headquarters in Washington, D.C. Each year, the summit brings together community action agencies, social workers and case managers to discuss issues affecting our low-income customers.

Representatives from various community and social service agencies were invited to discuss a variety of energy-

related topics and energy assistance programs, and to receive an update on Pepco’s credit and collections practices. Attendees shared information with each other about the programs and services that their particular organizations offer to the public to help customers in need of assistance.

Pepco customers can learn more about state energy assistance programs the company offers by visiting pepco.com/energyassistance.



Featured above (left to right) are representatives of the Office of the Customer Advocate: Clay Anderson, Felicia Greer, Cynthia Ventresca, Rachelle Nigro, Alberto Zegada and Michael Hoy.

United Way Campaign Kicks Off

On September 26, the PHI United Way Campaign launched the 2016–2017 United Way Campaign with fun-filled events at the Edison Place headquarters. This year's campaign goal is \$775,000 raised by employee and retirees with the company providing a 50 percent match. Fundraising events included the annual kickoff rally at Edison Place headquarters, a "back to football" drawing for NFL tickets and various ways to eat and shop for a good cause.

The 2016–2017 United Way Team is led by Vince Maione, region president for Atlantic City Electric, Pepco's sister utility. "I'm honored to lead this year's campaign. We have a great group of regional business coordinators and many new local key coordinators who stepped up this year," Maione said. "I know we can be successful. We have many generous employees at PHI."



Atlantic City Electric Region President, and this year's Executive Campaign Sponsor, Vince Maione addresses a group during a United Way kickoff event.

United Way funds go to hundreds of community organizations in the District of Columbia, Maryland, Delaware and New Jersey that provide housing, employment, health care, education and other critical social services to help increase access to education, financial stability and health resources in the communities we serve.

Pepco Readies System To Provide Safe And Reliable Service Throughout Winter



Pictured left to right: DCPSC Commissioner Joanne Doddy Fort, Vice President of Rates and Regulatory Affairs of Washington Gas, Roberta Sims, Pepco Region President, Donna Cooper, Assistant General Manager of Customer Care & Operations of DC Water, Charles Kiely and Business Continuity Planning & Emergency Management Lead of Verizon, Nathan Palmer. Photo courtesy of the Public Service Commission of the District of Columbia.

As temperatures begin to dip, Pepco has been hard at work to complete projects to help ensure the company's electric system is ready to meet the energy needs of our customers all winter long.

Over the past three years, Pepco has spent, on average, more than \$574 million a year on the company's electric system to provide safe and reliable service for customers. This work includes equipment inspections, repairs and replacements, and preventive maintenance on the company's transmission and distribution system.

This year, Pepco completed work on 90 substations and upgraded more than 49 miles of new underground lines to meet the growing needs of customers. The company also worked to replace more than 1,000 wood cross arms with stronger fiberglass cross arms, which enhances safety and improves service.

The company also has inspected more than 3,200 miles of aerial electric lines and more than 10,700 manholes to examine and make any needed repairs to underground electrical equipment. Pepco has completed 18 electrical enhancement projects to meet increased customer demand during the winter.

This seasonal readiness work is a part of the \$574 million average spent annually

on the company's electric system over the past three years. Pepco also participated in the Public Service Commission of the District of Columbia's first annual winter weather preparedness event, Winter Ready DC, which was held in October. The event featured a forum designed to help District of Columbia residents prepare for winter, and included information that focused on resources that are available to help plan for cold weather, helpful ways to prepare homes for storms, and tips for saving money and energy during colder months. Throughout the winter season, the Winter Ready DC Campaign will be coordinating additional public events with community groups and are also providing winterization tips on their website and social media platforms. For more information, visit dcpsc.org.

"During the coldest months of the year, it is important that we continue to safely provide reliable electric service to the families and businesses in our service territory," said Donna Cooper, Pepco region president. "We prepare year-round to make sure the system and our employees are ready to respond to the challenges the winter season can present."

As Pepco prepares for winter, customers are also reminded to prepare for harsher weather. Visit pepco.com/storm to learn how to prepare for severe weather, report outages, and read about the power restoration process. In addition, customers can download the *Weathering the Storm* fact sheet.



An Exelon Company

EP9420
701 Ninth St NW
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Pepco Supports Greater Washington Urban League

Organization receives \$80,000 contribution from PHI Community Foundation



Pepco Region Vice President, (District of Columbia), Marc Battle (fourth from right) presents Pepco's contribution to the Greater Washington Urban League's President and CEO, George H. Lambert, Jr. (fourth from left) and the Greater Washington Urban League staff.

Need to Reach Us? Contact:

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Customer Care:

202-833-7500

To report an outage:

**1-877-PEPCO-62
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