

Community

A Letter from Kim Watson

Many people have expressed frustration in trying to understand who is responsible for repairing which streetlights in Montgomery County. This special edition of Community Focus is an attempt to clear up some of the confusion over this issue.

Street lighting costs are paid by different jurisdictions — it could be the State of Maryland, Montgomery County, or a municipality or special area. Responsibility for streetlight maintenance, however, may differ depending on the streetlight type and its location.

In Montgomery County there are a number of municipalities and special tax districts within the Pepco service area, as well as other areas such as Montgomery Village and Leisure World that also provide street lighting and the streetlight maintenance.

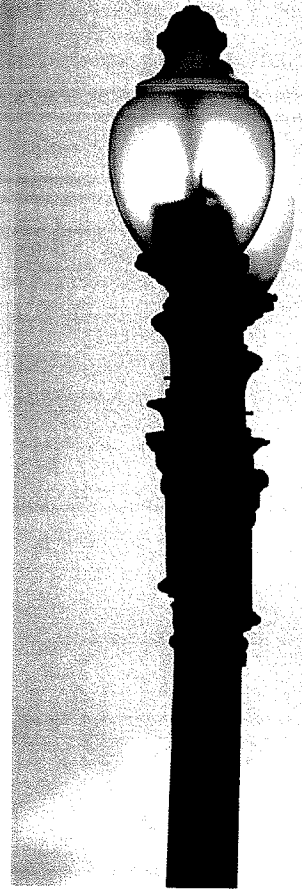
But one definitive statement can be made: If the streetlight is on a wooden pole, Pepco is responsible for its repair. Other than that, it depends on who owns the metal or fiberglass pole.

I hope you find this information useful.

Sincerely,



Kim Watson
Vice President, Maryland Affairs
kmwatson@pepco.com



Customer Care:
(202) 833-7500

To report an outage:
1-877-PEPCO-62
(1-877-737-2662)

Web site:
www.pepco.com

A Definitive Guide to Street Lighting Maintenance Responsibilities

in Montgomery County within the Pepco Service Area

■ **Streetlights on Wooden Poles**

If the streetlight is located on a wooden pole, Pepco is responsible for the repairs. The contact number is 1-877-PEPCO-62 [1-877-737-2662]. When reporting an outage it is very helpful to have the nearest street address and/or a pole number when calling Pepco.

(continued on page 2)

■ Traffic-signal-mounted Streetlights

Montgomery County services and repairs all traffic-signal-mounted streetlights owned by Montgomery County, and those owned by either the Maryland State Highway Administration or the City of Gaithersburg.

■ Metal or Fiberglass Poles

If the streetlight is on a metal or fiberglass pole and served by underground wire and is located within one of the municipalities, special tax districts, Montgomery Village or Leisure World in Montgomery County, that jurisdiction should be contacted first to report the outage.

If the streetlight is not located in one of the above jurisdictions or entities, contact the Montgomery County Department of Public Works and Transportation (MCDPWT) at 240-777-2190. When an individual is reporting a streetlight outage, it is very helpful for the person making the report to also provide the nearest street address and/or a pole number.

■ Web Site for Reporting Outages to Montgomery County

Citizens can go to the county Web site to review the locations in Montgomery County for county-maintained streetlights at <http://gis.montgomerycountymd.gov/ims/lights/viewer.htm>.

This site can answer most questions. In addition, some of Pepco's wooden poles are also on this map and the pole numbers can be used to report the outage to Pepco.

■ Process Regarding Underground Served Streetlights

The responsible jurisdiction will have its crew or contractor replace the bulb, photocell or repair the wiring within the pole, as necessary, and verify that there is voltage to the pole.

If there is no voltage to the pole, the respective jurisdiction will then contact Pepco to repair the underground service. Pepco will make the repairs and advise that jurisdiction once the necessary repairs are completed.

■ Street Lighting on Interstate Highways [I-270 & I-495]

The Maryland State Highway Administration (MSHA) does have metal streetlight poles along Interstates 270 & 495. MSHA also maintains streetlights on metal poles along state roads that are not on traffic poles.

STREET LIGHT MAINTENANCE CONTACT NUMBERS

Agency	Phone Number	Attention:
Md. State Highway Administration Highway Lighting Fax Number	800-749-7371 301-513-7415	Rick Divelbiss
Mongtomery County	240-777-6000	Traffic and Safety
City of Gaithersburg Public Works Fax Number	301-258-6370 301-258-6375	Ollie Mumpower
City of Rockville Public Works Fax Number	240-314-8500 240-314-8539	transportation@rockvillemd.gov
Town of Garret Park Town Office Fax Number	301-933-7488 301-933-8932	Town Offices
Montgomery Village	301-948-0110	M V Foundation Offices
Leisure World	301-598-1500	Physical Properties Office
Pepco	1-877-737-2662 (1-877-PEPCO-62)	Customer Care Center



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Pepco Offers Ways to Save on Summer Energy Bills

Friday, May 28, 2010

Customers Encouraged to Manage Use for Lower Bills

WASHINGTON, D.C. – With those hot, humid summer temperatures on the horizon, Pepco reminds customers of ways to save on their monthly energy bill by reducing their electricity use.

The reminder to conserve energy to save money comes at a time when people are adjusting their thermostats to combat the warmer temperatures.

Thomas H. Graham, President, Pepco Region, says, "Hot weather can have a major impact on energy costs and that's why we strongly recommend that our customers continue to take aggressive steps to conserve energy and save money."

Pepco customers in the District of Columbia and Maryland can take advantage of the following energy conservation programs and tips.

- Sign up for My Account and find ways to save energy and money with an easy online home energy audit. My Account also allows customers to compare, analyze, and pay their bills.
- CFL Discounts - With Pepco's CFL discount program, customers can replace standard bulbs with more efficient CFLs. The discount is applied at the register, so customers instantly save \$1.50 on each single CFL and \$3 on multipacks.
- Appliance Rebate Program – Pepco customers can receive cash rebates of up to \$50 by purchasing ENERGY STAR® qualified refrigerators and room air conditioners and qualifying electric water heaters.
- Set the air conditioner thermostat to 78 degrees. After removing the humidity, this can be a comfortable temperature. Remember every degree up on the thermostat can save as much as 5 percent on an energy bill.
- Change the air conditioner filter. A dirty filter causes the unit to run longer and inefficiently.
- Close window shades, blinds, or drapes to block the sunlight during the hottest part of the day.
- Wash clothes in cold water and line dry.
- Move lamps, TVs, and other heat-producing items away from the air conditioner's thermostat. Heat from these appliances could cause the air conditioner to run longer than necessary. Turn these appliances off when they're not being used.
- Check that all windows and doors are tightly closed to keep the cool air in and the hot air out.
 - When possible, cook and use other heat-generating appliances, such as washers, dryers and dishwashers in the early morning or late evening when it usually is cooler.
- Use dishwashers only when fully loaded. Dishwashers use the same amount of electricity whether they're full or empty. Use the air-dry option if the unit has one.
- Consider preparing light summer meals that don't require a lot of cooking. If possible, use an outdoor grill or microwave oven for cooking.

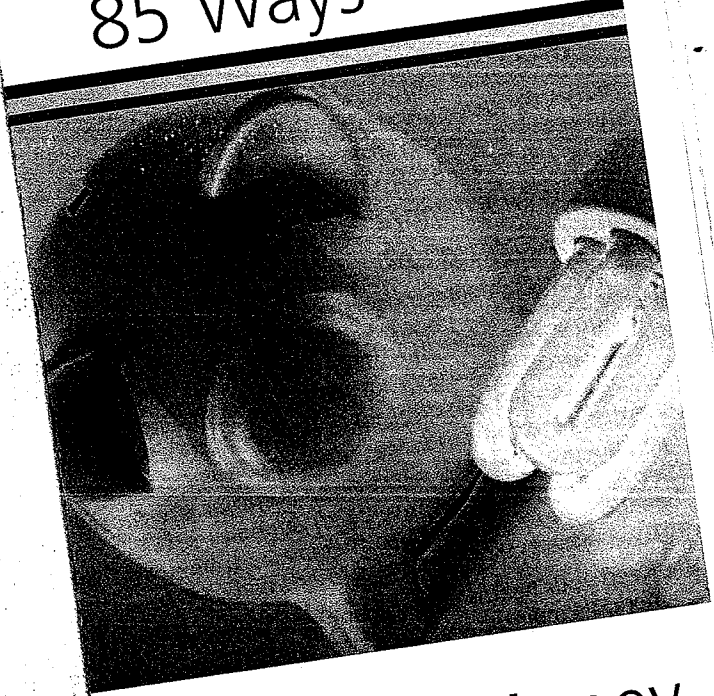
Pepco Maryland customers can save energy and money by taking advantage of the following "Home Energy Savings" Programs sponsored by EmPOWER Maryland.

- The Income Eligible Energy Efficiency Program provides customized energy-saving products and services to eligible residential customers - at no additional cost.
- Energy Wise Rewards is a program that will provide credits on energy bills by allowing Pepco to cycle a customer's air conditioner during periods of high energy use.
- A Quick Home Energy Check-up is an affordable program that brings a Home Check-up Professional into the home to show customers ways to use energy wisely.
- The Home Performance with ENERGY STAR® Audit is a comprehensive, whole-house approach to improving a home's energy efficiency, comfort and safety.
- The HVAC Efficiency Program offers incentives and rebates for the installation and tune-ups of high-efficiency HVAC equipment.

Pepco encourages all customers to visit www.pepco.com for additional information on saving energy and money in their home or business. The company also offers its customers Budget Billing, a fixed payment plan based on the customer's 12-month average bill, which they can enroll in either online or by contacting Pepco Customer Care at 202-833-7500.

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85 Ways



To Save Money
and Energy



Your life. Plugged in.™

SAVING ENERGY AND MONEY IN YOUR HOME

The major energy users in your home – heating system, air conditioning, electric water heater, refrigerator, dryer, lighting – all contribute to your overall utility bill.

This brochure offers tips to help you use them more efficiently, lower your energy use and save money on your monthly electric bill.

Caution: The elderly, infants and persons with circulatory problems may require higher indoor temperatures (above 65 degrees F at all times) to avoid health problems. Please seek the advice of your physician regarding winter and summer thermostat settings in your home.

YOUR HEATING SYSTEM

- Keep your heating equipment well tuned with periodic maintenance by a professional service representative.
- Use kitchen, bath and other ventilating fans sparingly. You can blow away a houseful of heat in just two to three hours using ventilating fans. Turn them off when their job is complete.
- Set your thermostat at 68 degrees F during the day and 60 degrees F at night. You can save 3 percent on your heating costs for every degree you reduce the temperature below 70 degrees F for the entire heating season. Special advice to heat pump owners: heat pumps need to stay at a constant setting unless you have a programmable electronic heat pump thermostat with adaptive recovery. Check with your heating or air conditioning contractor to determine the type of thermostat you have.
- Turn down your thermostat at night or when you're away for more than four hours during the day. Do not turn off your heating system entirely as this may cause pipes to freeze.
- If you have a simple open-masonry fireplace, consider installing a glass screen, a convective grate, a radiant grate or a fireplace insert. They'll help cut

down on the loss of warm air through the fireplace chimney.

- Maintain proper air circulation. Keep heating supply registers and cold-air return registers clear of draperies and furniture.
- Clean or replace the filter in your forced-air heating system each month. Foam filters can be rinsed with water but be sure they are dry before replacing. Fiberglass filters need to be replaced periodically.
- Keep draperies and shades open during the day to let the sunshine in; close them at night.
- Check the duct work for air leaks about once a year if you have a forced-air heating system. To do this, feel around the duct joints for escaping air when the fan is on. Relatively small leaks can be easily repaired by covering holes or cracks with duct tape. More stubborn problems may require caulking as well as taping.
- Dust or vacuum radiator surfaces frequently. Dust and grime impede the flow of heat.
- Keep lamps or television sets away from the thermostat. Heat from these appliances is sensed by the thermostat and could cause your furnace to shut off sooner than is needed for adequate warmth.
- Dress warmly to help retain body heat. Wear closely woven fabrics, which add at least a half degree in warmth. Slacks are at least a degree warmer than skirts, a light long-sleeved sweater equals almost 2 degrees in added warmth, a heavy long-sleeved sweater adds about 3.7 degrees, and two lightweight sweaters add about 5 degrees in warmth because the air between them serves as insulation to keep in more body heat.

YOUR COOLING SYSTEM

- Keep your cooling system well tuned with periodic maintenance by a professional service representative.
- When selecting a central air conditioning unit, be sure to choose one with the proper capacity and highest efficiency.
- Choose a central air conditioning unit or room air conditioning unit that uses a minimal amount of electricity to complete its task. High Seasonal Energy Efficiency Ratios (SEERs) – such as 13.0 SEER and above – correspond with greater efficiency. Energy Efficiency Ratios (EERs) provide the same guidance for room-air conditioning units.
- Install a whole-house ventilating fan in your attic or in an upstairs window to help air circulate in

your home. Although not a replacement for a central air conditioning system, a fan is an effective way to stay comfortable on milder days.

- Set your thermostat at 78 degrees F, a reasonably comfortable and energy-efficient indoor temperature.
- Don't set your thermostat at a colder setting than normal when you turn your air conditioner on. It will not cool faster, but it will cool to a lower temperature than you need and use more energy.
- Consider using a ceiling fan with your window air conditioner to spread the cooled air to other rooms. But be sure the air conditioner is large enough to help cool the additional space.
- Keep lamps or television sets away from the thermostat. Heat from these appliances is sensed by the thermostat and could cause your system to run longer than necessary.
- Clean or replace air conditioning filters. Dirty air filters should be cleaned or replaced every month. Foam filters can be rinsed with water and wrung dry. Fiberglass filters need to be replaced.
- Be sure to close all windows and doors when the air conditioner is operating.
- No matter what kind of central air conditioning system you have, clean the outside condenser coil once a year. To clean, turn off the unit and spray the coils with water at a low pressure. High water pressure may bend the fins. Try to spray from the top of the unit down and outward.
- Use duct tape to seal the cracks between each section of an air duct on your central air conditioning or forced heating system.
- Keep out the daytime sun with vertical louvers or awnings on the outside of your windows. Draw any draperies, blinds and shades.
- Keep lights low or off when not needed. Electric lights generate heat and add to the load on your air conditioner.
- Plant shade trees strategically around your home. Properly selected and planted shade trees can save up to \$80 annually on the average electric bill.
- Cook and use other heat-generating appliances in the early morning and late evening hours whenever possible.
- Use window or whole house ventilating fans to cool your home.
- Use vents and exhaust fans to pull heat and moisture from the attic, kitchen, bath and laundry directly to the outside, if you don't have air conditioning.

SEALING AIR LEAKS

- Insulate your attic floor or top floor ceiling to a minimum of R-49 for these spaces. R-values indicate the resistance of an insulation material to heat flow. The higher the R number, the more effective the insulating capacity. R-values appear on the packages of insulation materials.
- Don't insulate over eave vents or on top of recessed lighting fixtures or other heat producing equipment on the attic floor. Also keep insulation at least 3 inches away from the sides of these types of fixtures.
- Insulate heating and cooling ducts in unheated or uncooled areas.
- Don't let air seep into your home through the attic access door. Check the door to make sure it is well insulated and weather stripped – otherwise, you'll be wasting fuel to heat or cool the attic.
- Test windows and doors for air tightness. Add weather stripping and caulk where necessary. You can save 10 percent or more in annual energy costs.
- Install storm windows. Combination screen and storm windows (triple-track glass combination) are the most convenient because they can be opened easily when there's no need to run heating or cooling equipment.

WATER HEATING

- Buy a high efficiency water heater. When you need a new water heater, purchase a unit with a high Energy Factor (EF) rating. EF ratings such as those of 91 and above correspond with greater efficiency. The higher the rating the more efficiently the unit will operate.
- Turn down the water heater temperature dial to 120 degrees F, or less, or to the "warm" setting if you have a dishwasher. Be sure to check your manufacturer's instructions for minimum water temperature.
- Insulate the outside of your electric water heater with an insulation blanket to reduce heat loss and save \$10 to \$20 a year.

KITCHEN ENERGY SAVERS

- Use cold water rather than hot to operate your food disposal. Cold water also helps get rid of grease by solidifying it, so it can then be ground up and washed away.
- Install an aerator in your kitchen sink faucet.

- Boil water in a kettle or covered pan as the water will come to a boil faster and use less energy.
- Keep range-top burners and reflectors clean. They will reflect heat better and you will save energy.
- Match the size of the pan to the heating element. More heat will get to the pan, and less will be lost to the surrounding air.
- Get in the habit of turning off the elements or surface units on your electric stove several minutes before completing the allotted cooking time. The heating element will stay hot long enough to finish the cooking without wasting electricity.
- Turn off the oven five to 10 minutes before cooking time is up and let trapped heat finish the cooking.
- Avoid opening the oven door repeatedly to check food that is cooking. This allows heat to escape and results in the use of more energy to complete the cooking of your food. Instead watch the clock or use a timer.
- Use small electric cooking appliances for small meals rather than the kitchen range or oven.
- Don't preheat the oven unless absolutely necessary and then for no more than 10 minutes.
- Use pressure cookers and microwave ovens if you have them. They save energy by reducing cooking times.
- Avoid using the broiler. It is a big energy user.
- Thaw frozen foods before cooking. It will save time and energy.

DISHWASHING

- When buying a dishwasher, look for an energy-efficient model with air power and/or overnight dry setting. These features automatically turn off the dishwasher after the rinse cycle. This can save you up to 10 percent of your dishwashing energy costs.
- Scrape dishes and rinse with cold water from the faucet before loading them into the dishwasher. Avoid using the dishwasher's pre-rinse cycle.
- Be sure your dishwasher is full but not overloaded when you turn it on.
- Don't use the "rinse-hold" on your machine for just a few soiled dishes. It uses three to seven gallons of hot water each time you use it.

REFRIGERATOR/FREEZER

- Set the refrigerator thermostat at 38 degrees F for fresh food compartments and 5 degrees F for freezer compartment. Separate freezers for long-

term storage should be kept at zero degrees F. Open the refrigerator or freezer door only when necessary and don't hold it open any longer than necessary.

- Regularly defrost manual-defrost refrigerators and freezers. Frost buildup increases the amount of energy needed to keep the refrigerator at its proper temperature. Never allow frost to build up more than one quarter of an inch.
- Vacuum refrigerator coils at least every three months. The dirt buildup makes the refrigerator use more energy to keep contents cool.
- If possible, don't place your refrigerator or freezer in direct sunlight or near the stove.
- Make sure your refrigerator door seals airtight. Test them by closing the door on a piece of paper or dollar bill so it is half in and half out of the refrigerator. If you can pull the paper or dollar out easily, the hinge may need adjusting or the seal may need replacing.

LAUNDRY

- Wash clothes in warm or cold water. Rinse in cold water.
- Fill washers and clothes dryers but do not overload them.
- Clean the lint screen after each load of laundry and check the exhaust regularly. A lint screen in need of cleaning and a clogged exhaust can lengthen drying time and increase the amount of energy used.
- Save energy by using a clothesline. Doing so can make clothes seem fresher and dryer than those emerging from a dryer.
- Place a dry towel in the dryer with each load of wet clothes to absorb dampness and reduce drying time.
- Remove from the dryer and hang clothes that will need ironing while they are still damp.
- Save energy needed for ironing by hanging clothes in the bathroom while you're bathing or showering. By doing so you can steam some wrinkles out and cut down on ironing time.
- Avoid piecemeal ironing. If possible, iron a large load of clothes at a time.

BATHROOM ENERGY SAVERS

- Take showers rather than tub baths, but limit both your showering time and the water flow if you want to save energy.
- Install a water-flow controller in the pipe at the

showerhead. This saves a considerable amount of hot water and the energy used to produce it.

- Install an aerator in the bathroom sink.
- Don't let water run while shaving. This wastes hot water and the energy used to heat it.
- Repair leaky faucets immediately.

LIGHTING

- Use compact fluorescent bulbs. They produce about three to four times as much light per watt as incandescent bulbs. While compact fluorescents are initially more expensive, they last up to 10 times longer.
- Halogen bulbs are another energy efficient choice for indoor and outdoor lighting. They use about 25 percent less energy than traditional incandescent bulbs and produce an intense white light making them ideal for spot, flood, and security lighting. Halogen torchieres, however, can pose a fire hazard due to the high temperatures produced by these bulbs.
- Turn off lights in any room not being used, even if your absence will only be momentary.
- When using incandescent bulbs, use the lowest wattage possible or convenient. In many cases a lower wattage bulb can be substituted for the one currently being used.
- Light-zone your home and save electricity. Concentrate lighting in reading and work areas, and where it's needed for safety such as in stairwells. Reduce lighting in other areas, but avoid very sharp contrasts.
- Consider installing solid-state dimmers. They make it easy to save energy by reducing the lighting intensity in a room.
- Purchase holiday light strings that feature LEDs or light-emitting diodes. LED lights use 90 percent less energy than standard incandescent bulbs.
- Use one large bulb instead of several small ones in areas where bright light is needed.
- Turn on outdoor lights only when needed.
- Use timers, motion detectors, heat sensors or photocell controls for light fixtures when possible.

**AND REMEMBER TO VISIT
"MY ACCOUNT" AT PEP.CO.COM
FOR MORE ENERGY-WISE IDEAS.**

www.pepco.com

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Save energy. Save money. Go greener.

energy wise rewards

Do it all with Energy Wise Rewards.

Receive up to \$80 in bill credits while helping protect our community and environment!

ATTENTION: PEPCO MARYLAND CUSTOMERS

Energy Wise Rewards is a new way for you to take more control over your energy usage, save money on your energy costs and take a big step toward a more sustainable lifestyle.

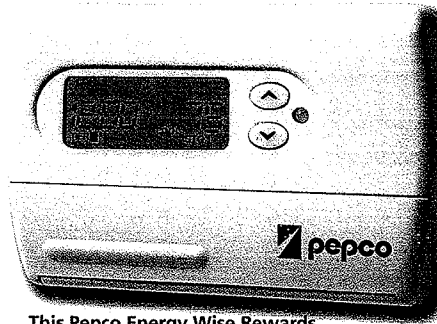
Demand for electricity in our area is rapidly rising. During the "peak demand" times of summer, Energy Wise Rewards works to reduce electricity usage by "cycling" central air conditioners throughout the region, averting power outages and reducing the need for costly, new electrical infrastructure.

Join now and enjoy up to \$80 in bill credits!

- Up to \$40 in annual rewards on your Pepco bill, prorated monthly
• A \$40 installation bill credit, awarded within 2 billing cycles of installation
• Plus an Energy Wise Rewards Web-programmable thermostat, valued at \$300, installed, that could save you up to 10% annually on your cooling and heating costs*

Because your participation is so important, we're offering this critical program at no additional cost, complete with valuable incentives. Joining is a choice that not only benefits you personally, but benefits your community and environment as well.

For more information, or to enroll, visit pepco.com/rewards, call 1-866-353-5798, or complete and mail the postage-paid reply card below.



This Pepco Energy Wise Rewards Web-programmable thermostat, with installation, is yours at no additional cost with enrollment. -a \$300 value!



The Benefits of Energy Wise Rewards

Save energy.

- Help prevent power outages in your community
• Receive your choice of energy-saving devices, installed, valued up to \$300

Save money.

- Earn a \$40 installation credit
• Earn up to \$40 in annual rewards
• Save up to 10% on your cooling and heating costs with your Energy Wise Rewards Web-programmable thermostat
• Help keep electricity prices lower longer

Go greener.

- Reduce carbon emissions that contribute to global warming
• Help avert construction of new power plants and transmission lines
• Help meet the nation's energy and environmental challenges

* U.S. Department of Energy

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Yes! I want to join Energy Wise Rewards.

Please send a technician to my home so I can start earning my incentives.

Please contact me to schedule an appointment.

I have broadband Internet access in my home:

Yes No

Do you own or rent? Own Rent

If you rent—

I certify that I have received approval from the owner to install the Web-programmable thermostat.

Name

Service Address

City

State

Zip

Daytime Phone

Evening Phone

Cell Phone

E-mail Address

Signature (Required)

Date

Promo Code: PER1009

Energy Wise Rewards

- Save energy
• Save money
• Go greener

Sign up today!

pepco.com/rewards
1-866-353-5798



How Energy Wise Rewards works

Energy Wise Rewards works by cycling your central air conditioner over short intervals (conservation periods) on selected summer weekday afternoons. During normal cycling operation, your air conditioner compressor runs and rests in recurring intervals to maintain your ideal room temperature.

As an Energy Wise Rewards participant, your air conditioner will be cycled at 50%. This means your air conditioner compressor will operate 50% (half) of the time that it did in the hour prior to the conservation period. Although you may expect a 1–3° rise in temperature during a conservation period, most participants report they do not even notice a conservation period occurring.

Energy Wise Rewards is only activated during times of critical electricity demand. Energy Wise Rewards conservation periods occur on selected summer days, June through October. Total conservation periods over the season typically amount to less than 1% of the year!

Frequently Asked Questions

How will I receive my installation credit and annual reward?

You will receive your installation credit as a bill credit within two billing cycles of installation of your Energy Wise Rewards device. The annual reward is awarded and prorated monthly, June through October.

How often will the program be activated?

Energy Wise Rewards is a new program and, as such, has no history upon which to base predictions. However, note that the number of conservation periods depend on many factors, including weather, peak electricity demand, and wholesale energy costs. Energy Wise Rewards is only activated during times of critical electricity demand, emergency conditions, or system testing. As such, there may be as few as zero conservation periods or as many as a dozen. In a typical year, one can expect 5 or less events.

When and for how long will a conservation period last?

Currently, because it is a new program, we cannot make predictions. However, in similar programs throughout the country, conservation periods typically occur on hot weekday afternoons and can last anywhere from 3 to 6 hours.

Keep in mind that the duration of conservation periods could be reduced as the number of Energy Wise Rewards participants increase. This requires a community-wide effort, so spread the word and share the load.

Am I permitted to "opt out" of a conservation period?

All customers are permitted two (2) opt outs during the cooling season, but may not opt out of an event called by the transmission organization that manages the electric grid for the region. Participants who wish to override will need to call our Energy Wise Rewards Service Center at 1-866-353-5798.

What if there's a problem?

If you have a question about your installation or about the program, just call us, toll-free, at 1-866-353-5798, Monday through Friday, 7 a.m. to 8 p.m. for prompt customer service and technical assistance.

For more information or to enroll, visit
pepco.com/rewards,
call **1-866-353-5798,** or complete and mail the
postage-paid reply card below.



Pepeco Energy Wise Rewards
4938 Hampden Lane #500
Bethesda, MD 20814-9986
1-866-353-5798

pepco.com/rewards



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