



February 27, 2025

Pepco Rate Update – Town of Cheverly - Winter 2025

Ronni McTier | Government & External Affairs

Serving D.C. Metropolitan Region for 125+ Years



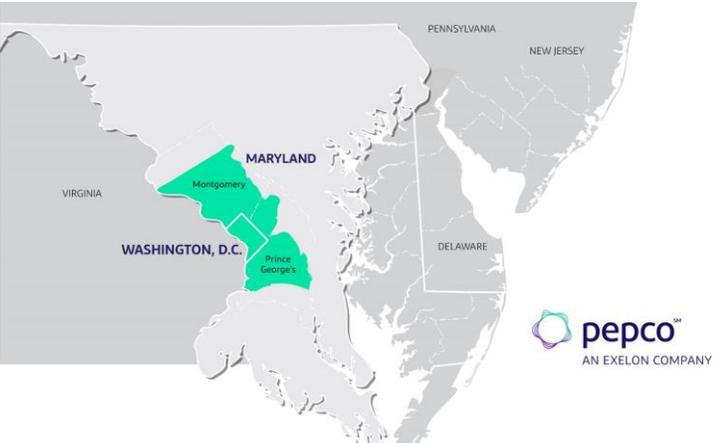
\$4.3M donated to nonprofits in Maryland in 2023

250 EV public charging stations installed at 80 sites



591,000 Pepco Maryland electric customers

25,000 customers secured more than **\$22M** in energy assistance in 2023



\$387M Spent with Local, Diverse Suppliers in 2023

Over the past ten years, ongoing investments have driven a **57% decrease** in the frequency of outages

High Bill Drivers:

Colder than average temperatures and changes in rates and the cost of electricity have led to fluctuations in recent electric bills.

November 2024	December 2024	January 2025
<ul style="list-style-type: none">• Unseasonably warm month• Average temperature of almost 60 Degrees	<ul style="list-style-type: none">• Extremely cold month• Average temperature of 40 Degrees	<ul style="list-style-type: none">• Extremely cold month• Average temperature of 32 Degrees

Based on Heating Degree Days data from the National Weather Service, heating systems had to run likely ran 117% more in December 2024 versus November 2024, and 34% more in January compared to December.

Cost adjustments beginning in January 2025 that have led to bill increase:



**5% Total Bill
Monthly Increase**

- **1% Supply Increase**
- **4% Surcharge Increase**

Main driver: Adjustments to EmPOWER Maryland surcharge

Bill Payment Options

Customer can take advantage of various payment options to help ease the burden of paying their utility bill. Whether it's a one-time situation or you are looking to make your bill more affordable each month, there are options to support you.

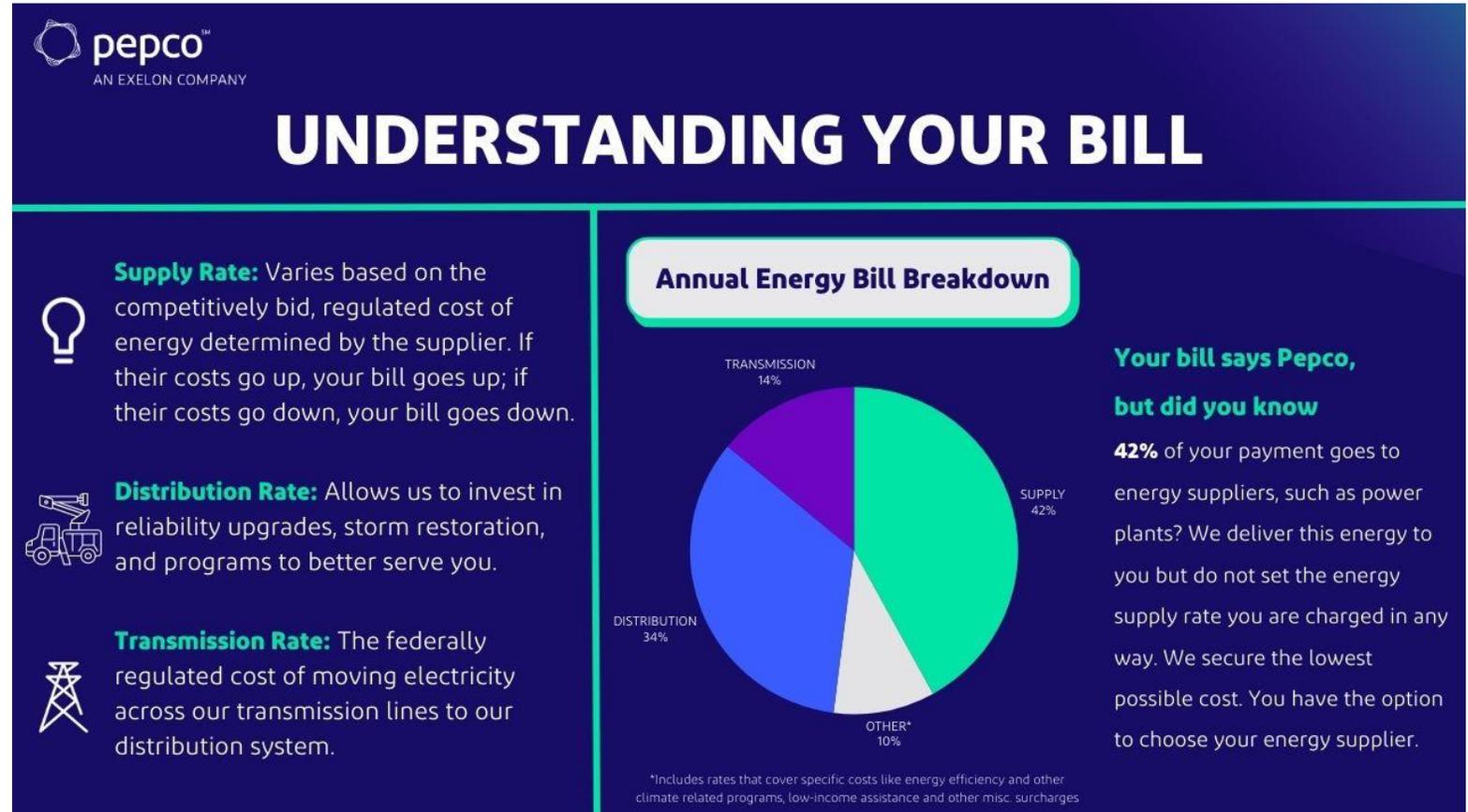
Budget Billing	Special Payment Arrangements	Extended Payment Date Plan
You can avoid seasonal peaks in your electric bills by dividing your payments evenly over the course of the entire year. This plan makes it easier for you to budget and pay your bill each month, because you'll know your regular payment amount.	We offer a variety of payment arrangements for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.	If your main source of household income is from government or other low-income entitlement programs, you may qualify for a regular extension of your bill due date without incurring a late charge.

For information about payment options and ways to save on your energy bills, visit pepco.com or call 202-833-7500.

Understanding Your Bill

Bill Breakdown

- There are three major components that make up your electric bill: supply (producing electricity), transmission (sending electricity over long distances), and delivery (distributing electricity locally). Also included are taxes and surcharges.
- All customers served by Pepco can choose their electricity supplier. If a customer elects not to choose a supplier, they will be defaulted to Pepco's Standard Offer Service rate that is regulated by the Maryland PSC.





pepco holdingsSM

AN EXELON COMPANY

Energy Assistance

Maryland Energy Assistance Overview

There are a variety of programs throughout our service territory available to assist customers who meet the low-to moderate income guidelines to receive assistance in reducing and/or eliminating their arrearage, paying a portion of the current bill, providing a discount rate/credit, aiding in replacing or repairing to their HVAC system, protecting from disconnection of services in a temporary financial crisis. To apply for any of these programs, contact the Office of Home Energy Programs in your area or call 800-332-6347 or visit dhr.maryland.gov/ohep

Maryland Energy Assistance Program (MEAP)

Limited-income federally-funded program that helps low-income households with their home energy bills.

Annual Benefit

Eligibility < 60% of SMI level (200% FPL)

Low-income customers can receive up to \$750 in benefits. Max Crisis benefit: \$600

Electric Universal Service Program (EUSP)

Low-income program to provide aid to assist with a portion of customer's current bill.

Annual Benefit

Eligibility < 200% FPL

Max benefit: \$575.00

Arrearage Retirement Assistance Program (ARA)

A grant determined by the amount of the outstanding arrearage.

Benefit is available once every five years

Must have past due bill > \$300 to be eligible

Up to \$2,000 towards past due bill

Utility Service Protection Program (USPP)

Low-income program to protect customers from utility shutoff.

Requires year-round monthly budget billing

Customer receive the assistance credits for maintaining budget billing.

The monthly bill amount is based the remaining balance following LIHEAP benefits, spread over 12 months.

Energy Assistance Finder Tool

The **Assistance Finder** helps in-need customers find personalized program recommendations for financial assistance, bill management and energy efficiency simply by filling a questionnaire. The Assistance Finder is a self-service web/mobile tool that will reduce customer effort to determine program eligibility and guide users on their assistance journey to enroll in relevant programs.

pepco
AN EXELON COMPANY

Sign Out

Account #123456
1234 Charles Street, Baltimore, MD 21234

Assistance Finder

Pepco offers many types of assistance to help manage your energy bill. Let the Assistance Finder match you with the right option. Explore programs without contacting customer service and let Pepco guide you through the application process.

[Find Assistance](#)

Pepco Offers Many Types of Assistance Programs

Financial Assistance

- ✓ Payment plans and grants for limited income households
- ✓ Bill credits and past-due balance forgiveness

Manage My Bill

- ✓ Help with past-due bill payments
- ✓ Monthly rates based on income to keep bills affordable and predictable

Save Money and Energy

- ✓ Free energy-efficient items and upgrades
- ✓ Assistance towards energy-saving home improvements

Learn More About the **Assistance Finder**

Find answers to Frequently Asked Questions about specific programs and learn more about how the Assistance Finder works.

[Frequently Asked Questions](#)

© Potomac Electric Power Company, 2023. All Rights Reserved. [Terms of Use](#) | [Privacy](#)



pepeco holdingsSM

AN EXELON COMPANY

Pepeco Energy Savings Programs

Pepco Energy Assessment Programs



Quick Home Energy Check-up (QHEC)

Helps customers understand how their home uses energy and thus how they can make changes to save energy and help reduce their utility bills. Trained Energy Analyst will perform a walk-through, provide a report w/ recommendations, and may also install energy saving products.

Eligible Participants:

- Residential customers with active Pepco electric accounts.
- Have not participated in QHEC within last 5 years.
- Program is offered at no additional cost to customer.

Program Offerings:

- Direct installs may include:
 - ENERGY STAR certified LED bulbs
 - Hot water pipe wrap
 - Efficient-flow showerhead
 - Faucet aerators
 - Smart power strips
 - Smart thermostat



Home Performance w/ ENERGY STAR

Enhance whole house comfort and efficiency. Certified contractor will conduct diagnostic assessment and recommend a variety of energy efficient improvements to help the customer determine where to best start saving energy. Pepco offers rebates ranging from \$100 to \$10,000 on installed upgrades.

Eligible Participants:

- Residential customers with active Pepco electric accounts.
- Single-family home, townhome, or multifamily dwelling with 1-4 units.
- Assessment is \$100 (\$400 value).

Program Offerings:

- Eligible Measures include:
 - Air Sealing & Insulation
 - Heating & Cooling Equipment
 - ENERGY STAR Windows and Doors
 - Heat Pump Water Heaters
 - Duct Sealing
 - Smart Thermostat

Project Financing Available*

Additional Programs



Moderate Income Home Performance

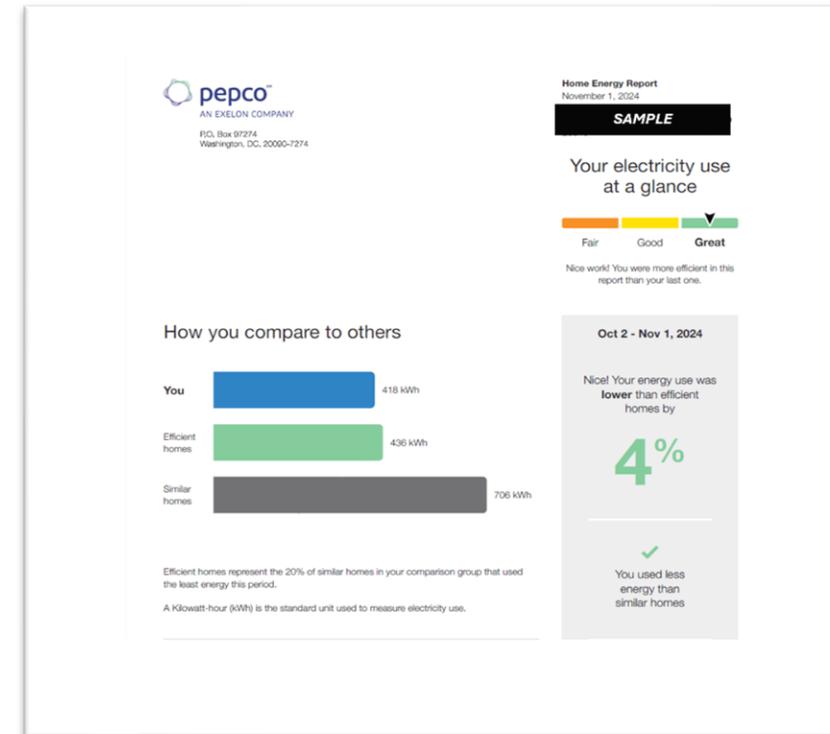
Moderate-income customers (251-400% of Federal Poverty Level) in Maryland may qualify for a no-cost home energy assessment and lower cost energy efficient home upgrades.



Behavior-Based Program

Customers receive reports containing savings tips, home energy usage comparisons to similar customers, and education about a customer's use relative to previous years.

Size of Family Unit	Minimum Household Income**	Maximum Household Income
1	\$68,501	\$85,620
2	\$78,251	\$97,810
3	\$88,051	\$110,060
4	\$97,801	\$124,800
5	\$105,651	\$146,320
6	\$113,451	\$167,840
7	\$121,301	\$189,360
8	\$129,101	\$210,880
Each additional family member	Add \$13,450	Add \$13,450



Contact Information:

Ronni McTier,
Governmental Affairs Specialist
Email: Veronica.McTier@exeloncorp.com

Energy Efficiency (866) 353-5798

Customer Service (202) 833-7500

Energy Assistance (800) 332-6347

