DC Horizons 2015 – Uniting Seniors & Technology

Pepco Holdings, Inc

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Electric Utility Landscape

- Customers and the general public are having increasing interests with energy costs, service reliability and environmental concerns.
- Customer's expectations are changing – they expect more.
- PHI is taking a leadership role in the transformation of the electric power industry through many key initiatives

Customers Expectations

Concerns:

- Energy prices
- Customer service
- Power outages
- Clean environment

Expectations:

- Manageable bills
- Be available when it is convenient for me
- Tell me when my power will be restored
- Give me green initiatives from which I can choose

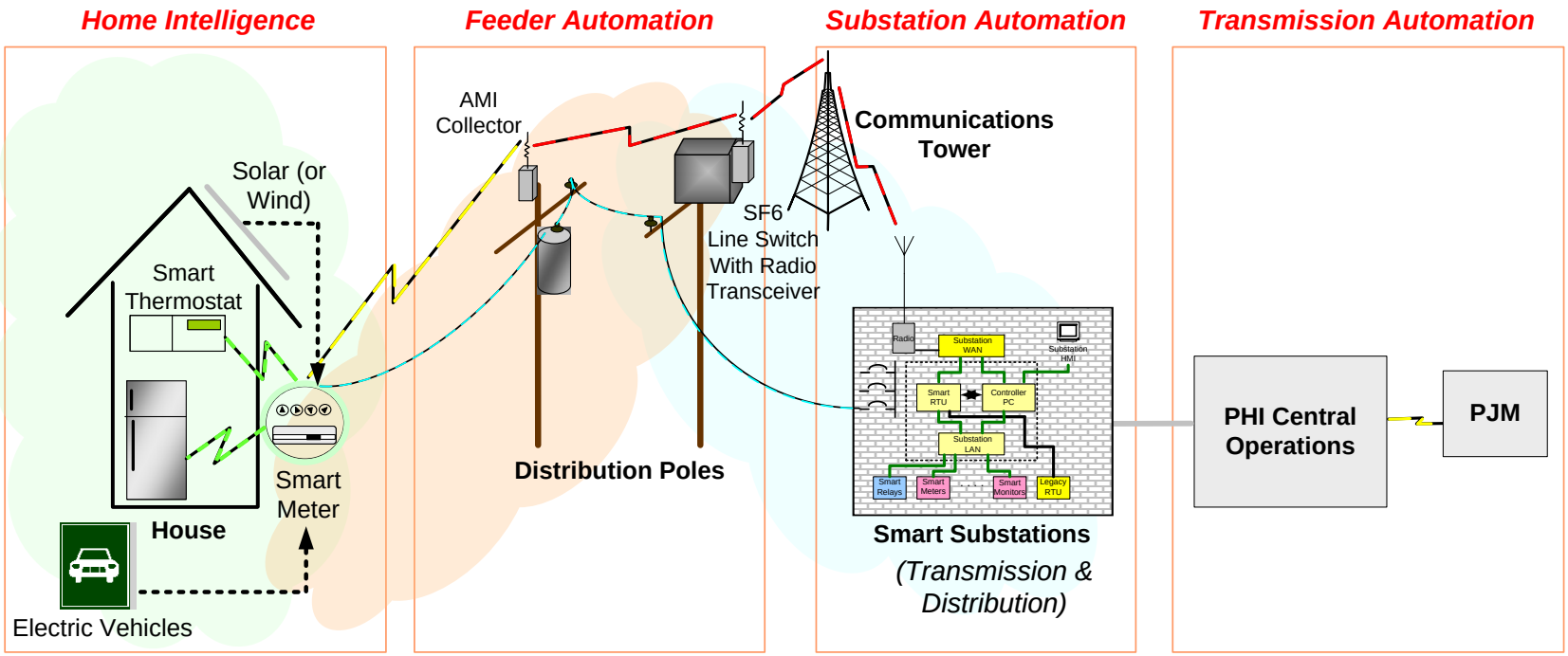
SMART METERS

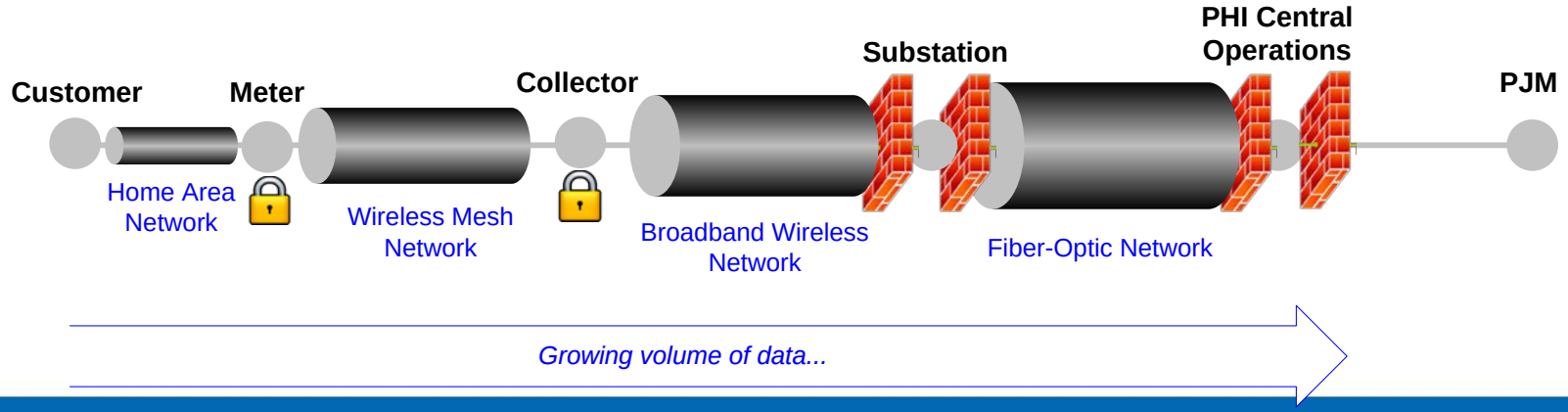
Key to Meeting Customer Expectations

Having a Smart Meters :

- Identify the location and magnitude of outages, resulting in faster response times and fewer truck rolls.
- Eliminate estimated readings and provide more detailed electricity use information
- Encourage customers to use less energy when wholesale electricity prices are higher and increases customer engagement.
- Increase safety with high temperature alerts for meters.

PHI's Smart Grid Architecture

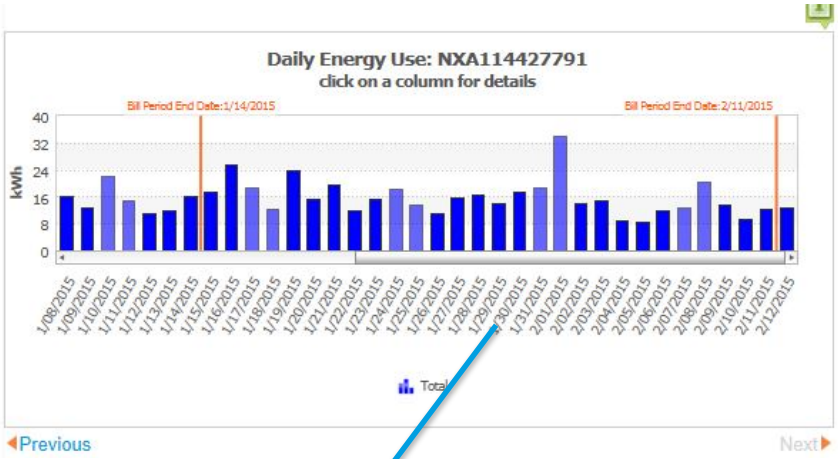


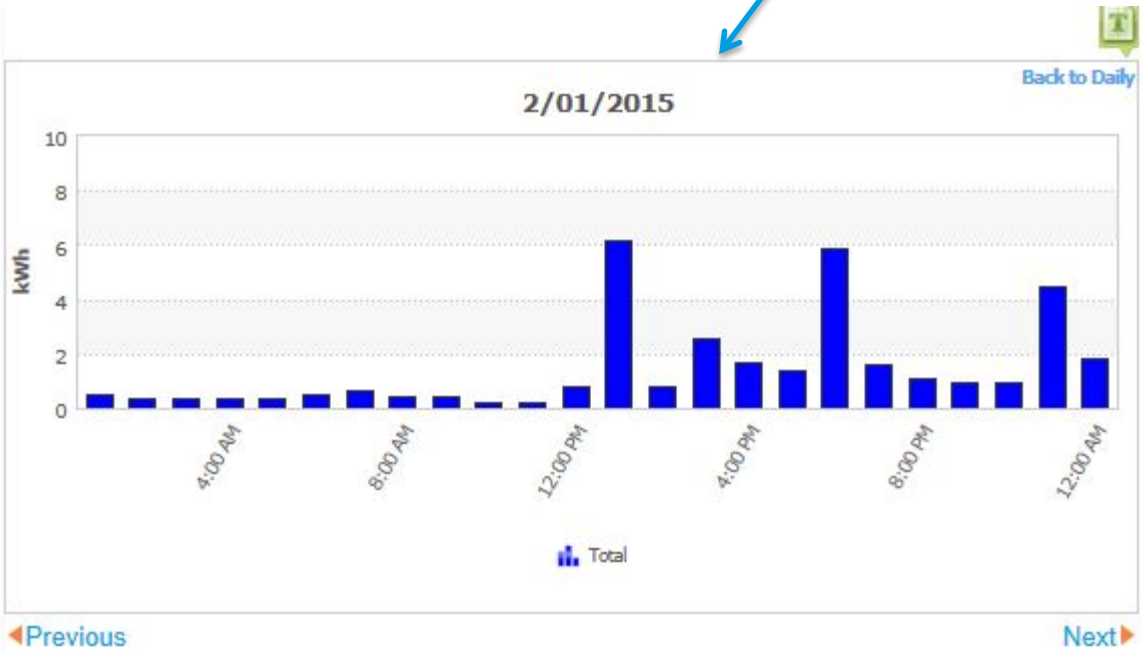


Customer Web Access to Information

Bill to Date

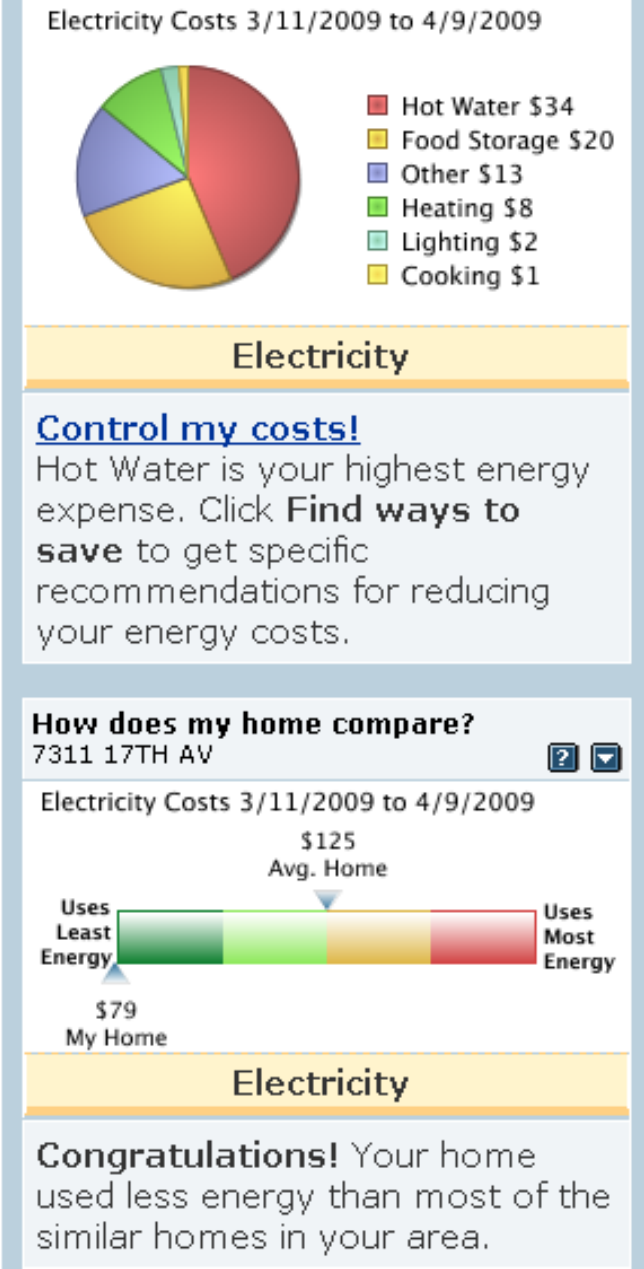
- As of 2/12/2015, your bill is approximately $3
- You are 2 days into your current billing period
- Your average daily cost is $1.91
- As of 2/12/2015, you have used 25 kWh
- There have been no Peak Savings Days scheduled in the current bill period
- This billing period is scheduled to end on 3/13/2015
- Projected Bill: $47 - $71 -- assuming you use energy at your current pace





Helping Customers Manage Their Energy Bills:

My Account – an online interactive tool that provides information and advice



How does my home use energy?

How can I control my costs?

How does my home compare?

Previous Balance and Total Current Charges.

Bill Highlights
7311 17TH AV

- Your energy charges were $ 50.57 lower for this bill.
- Your electric usage decreased for this bill.
- A previous balance of $ 26.73 is included in this bill.
- The weather decreased your bill by $5 - $8.
- A shorter billing period decreased your Electric usage for this bill compared to the previous bill.
- Your electric rate decreased your bill $ 0.87 this month.

Bill Analysis
Still have questions about this bill? Find out more about why your bill has changed.

Why is my bill different than before?

How does my bill compare to last year?

How does my usage compare?
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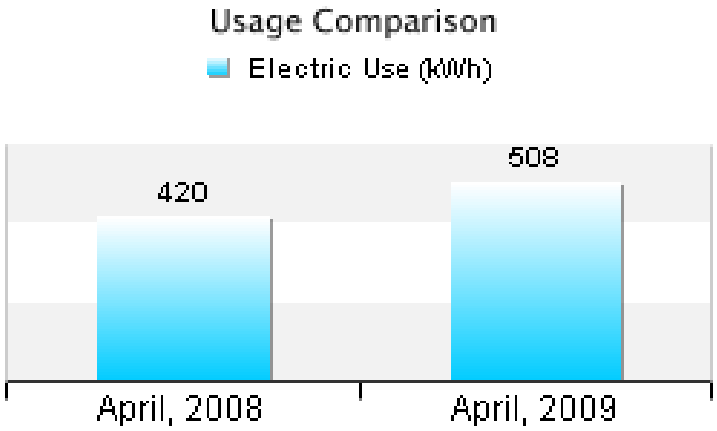

SMART THERMOSTATS

District of Columbia Energy Wise Rewards Program

- Voluntary program that cycles your central air conditioner (A/C) or heat pump unit on and off on selected days during the cooling season (called Peak Saving Days).
- Peak Savings Days occurs during times of high electricity demand, typically June through September.
- Web-Programmable thermostat or an outdoor switch on the compressor installed at no charge.

- Customers receive an installation credit after the device installed and credits each year in return for allowing Pepco to cycle their A/C unit.

District of Columbia Energy Wise Rewards Program

- Participation Options

CYCLING OPTION	TEMPERATURE INCREASE	ANNUAL REWARD*	INSTALLATION CREDIT**	TOTAL REWARDS FOR YOUR FIRST 12 MONTHS*
50%	1-3 DEGREES	$30	$30	UP TO $60
75%	2-4 DEGREES	$45	$45	UP TO $90
100%	4-7 DEGREES	$60	$60	UP TO $120

- **Customer Benefits**
  - Bill credits
  - Electricity savings during conservation periods
  - Playing your part in a program that averts power outages and reduces the need for costly infrastructure.
  - For more information or to sign up, call 1-866-353-5798 or visit pepco.com/rewards.

*** Reward bill credits are awarded and prorated monthly, June through October. Installation Credit and Annual Credit are awarded per installed thermostat or outdoor switch.**

**** A one-time bill credit.**

Questions?