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90 Percent of Pepco Customers to Be Restored by 8 a.m. Wednesday

More Than 100,000 Outages Resolved in Past 24 Hours

Pepco Continues to Apply Maximum Resources to Restore Power

WASHINGTON, D.C. – Pepco is continuing to apply maximum resources to restore power to customers impacted by Hurricane Sandy. The company expects to have 90 percent of outages from the storm restored by 8 a.m. on Wednesday, with the remaining customers to be restored by late evening on Wednesday. At the height of the storm, about 44,000 customers were without service. In the past 24 hours, Pepco has resolved more than 100,000 outages. Currently, there are about 12,000 customers without power.

“The remaining damage to the system is relatively localized with a lot of individual outages,” said Thomas H. Graham, President, Pepco Region. “We are working both large and small outages simultaneously to get power restored as quickly and safely as possible. In addition, we are focusing on priority customers such as nursing homes and schools to prepare them for opening on Wednesday.” Pepco also is working with first responders and departments of transportation to clear closed roads.

Hurricane Sandy has proven to be the massive, very dangerous storm that was predicted, leaving millions of Americans without power and causing extensive damage to homes, businesses and property. In the Washington area, residents experienced severe flooding and tropical force winds that prompted extensive closings, including federal and local government, schools, public transportation and roads.

Pepco prepared extensively for Sandy, mobilizing all Pepco employees and contractors and securing hundreds of out-of-state utility assistance. The utility also has worked to prepare customers for the storm through its communications channels and to continuously provide updated information. Maryland Governor Martin O’Malley, District of Columbia Mayor Vincent C. Gray, and the federal government also assisted in preparing customers for the storm by declaring states of emergency.

“We are grateful for the support we have received from state and local government, emergency management agencies and first responders in working to restore power in the wake of this massive storm,” said Graham. “This has been a true community response.”

In the wake of the Hurricane Sandy, Pepco is donating \$10,000 to the American Red Cross of the National Capital Region to support its critical relief efforts.

“Pepco greatly appreciates the American Red Cross of the National Capital Region and its volunteers and staff,” said Graham, “who tirelessly provide basic needs to those impacted by severe weather events.”

Customers Asked to Exercise Safety Precautions and Report Power Outages

Pepco reminds customers that weather conditions remain hazardous, with wet leaves and standing water on roads and rain-soaked soil that can cause large trees to topple. To report an emergency or life-threatening electrical situation such as wires down, a customer should immediately call 1-877-737-2662 and follow the appropriate prompts.

Pepco urges customers who are still without power to report their outage at pepco.com, through the mobile app or by calling 1-877-737-2662 and following the prompts on the automated system. Customers’ reports are vital to Pepco’s restoration efforts because, combined with other customer calls and the company’s technology, it helps precisely identify the remaining locations without power and speeds restoration.

Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer’s home. The call-backs help the utility to locate outages that are specific to customers’ homes and still need to be addressed.

To keep up to date on their individual restoration estimates, customers are encouraged to call 1-877-PEPCO62, visit www.pepco.com, and download our mobile app at www.pepco.com/mobileapp. They also may follow us on Facebook and Twitter at PepcoConnect.

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