

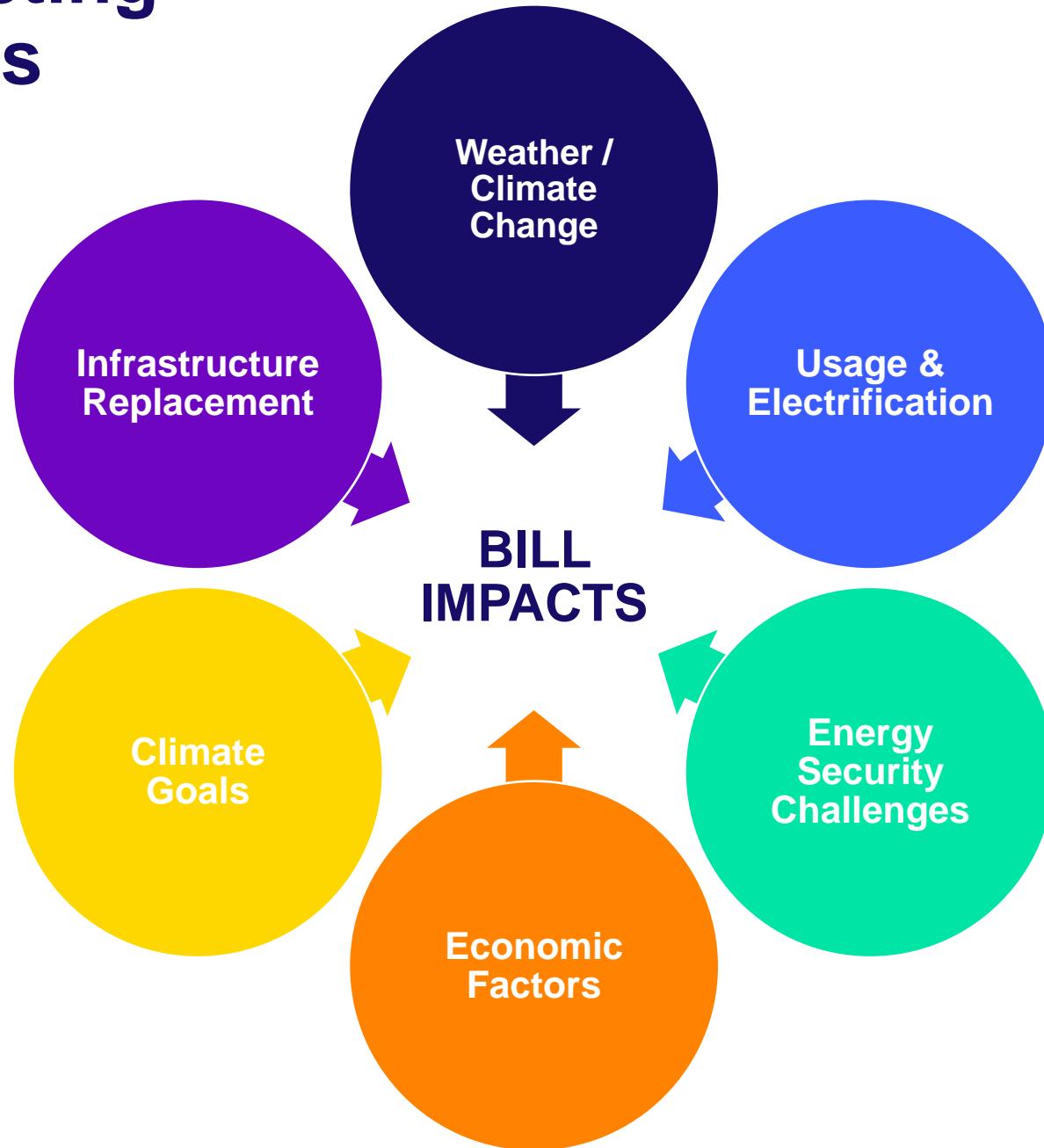


Winter Readiness

ANC 6E Meeting

December 17, 2025

Factors Impacting Customer Bills



Pepco Customer Bill Breakdown

Understanding Your Energy Bill

Delivery charges cover the cost of transporting electricity from the power plant to your home. This includes maintaining power lines, substations, and other infrastructure.



Supply charges are a pass-through cost of electricity used, determined by supply and demand. Electric Supply also includes your use of the transmission system that moves power long distances.



Usage is the amount of energy you have used over a billing period. Usage impacts the delivery charge as the more you use, the more it costs to deliver the energy.

- **All customers served by Pepco can choose their electricity supplier.** If you have not chosen an alternative electricity supplier, you are on Standard Offer Service and Pepco buys electricity for you.
- **Rates are established through a transparent regulatory rate review process** overseen by the Public Service Commission of the District of Columbia (PSC).

Customer Bills & Upcoming Bill Impacts

What Is Happening to Supply Rates Right Now?

- Energy security is critical as we navigate the energy transformation. With rapid growth in demand, our region is facing a potential shortfall of energy.
- Energy supply has decreased due to various factors: retiring generation resources, a lack of replacement resources, and large increase in anticipated load growth in the coming years from data centers, electric vehicles and more.
- **In short, forecasts show there is far greater demand for energy now than ever before and not enough energy supply to meet that demand.**
- This is leading to higher capacity costs, as seen in the most recent PJM capacity auction.
 - PJM Interconnection is the electric transmission grid operator for 65 million people in 13 states and the District of Columbia.

How is Pepco Helping Customers?

- Working closely with PJM Interconnection to ensure a stable power supply.
- Offering flexible payment plans, budget billing options, and financial assistance programs for eligible customers.
- Expanding outreach efforts to educate customers on available support and how to lower their bills.
- Enhancing grid resilience through infrastructure upgrades to minimize service interruptions and improve reliability.
- Collaborating with policymakers and regulatory bodies to ensure fair pricing and long-term energy affordability.
- Capacity planning measures are in place to manage surges in demand and prevent disruptions during peak usage periods.

Summer 2025 Energy Cost Drivers



Supply Increase – (+\$17 on average) *14.2% of the Energy Bill*

Our region is currently experiencing an imbalance between available generation supply and increases in the demand for energy, which is causing increases to supply costs.



Distribution Increase – (+\$3 month on average) *2.7% of the Energy Bill*

Distribution rates cover the cost of maintaining and upgrading the local energy grid.



Potential for Extreme Heat

Your energy usage directly impacts your bill, with weather being a main driver of changes. Summer heat can increase electricity usage as cooling systems work harder to keep up.

**Costs are based on the average customer usage of 614 kWh/month.*

Bill Support & Energy Assistance for Customers

Energy Assistance and Customer Support

How To Get Help With Your Energy Bills

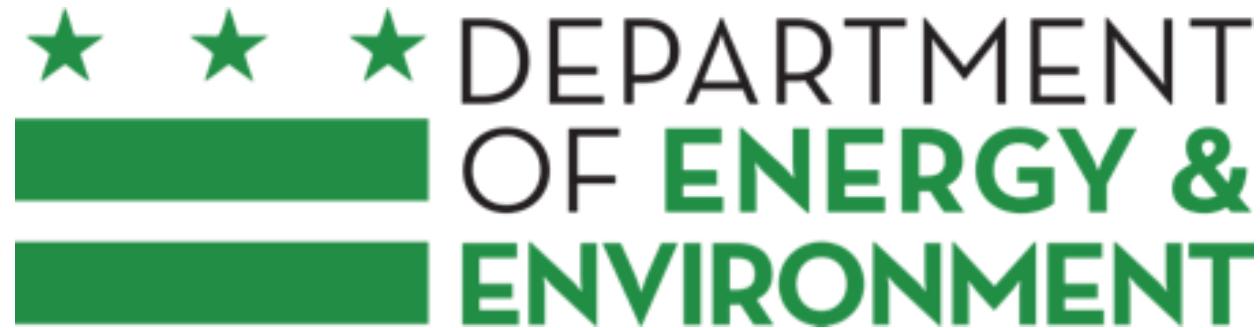
Federal and state energy assistance programs are available to eligible District of Columbia residents who need help paying their bills.

The Low Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance to qualified District of Columbia residents. Call the District Department of Energy and the Environment (DOEE) hotline at 3-1-1 or visit the DOEE web portal at doee.dc.gov/liheap for more information.

The Residential Aid Discount (RAD) program provides assistance to residents qualified through DOEE. RAD provides qualified customers with a monthly discount called the "Residential Aid Credit," which consists of a credit for the customer charge, energy charge, the RAD Surcharge, the Sustainable Energy Trust Fund charge, and the Energy Assistance Trust Fund charge. For more information or to apply, residents can call 3-1-1 or visit the DOEE web portal at doee.dc.gov/udp and click on Utility Discount Program.

The Washington Area Fuel Fund (WAFF) helps qualified customers pay their heating bills. Customers can apply for this program by visiting salvationarmynca.org/nca/gethelp. For more information, visit washingtonareafuelfund.org.

The Arrearage Management Program (AMP) allows qualifying customers the option of reducing or eliminating outstanding balances on residential accounts. If you are a current or recent customer participating in our RAD Program and have a minimum balance of \$300 or more that is 60 days past due, you may be eligible to enroll. To enroll, please contact Pepco at 202-496-5830 or email EnergyAssistanceMailbox@pepco.com.



Payment Options and Bill Support

Pepco payment options that can help you manage your bills.

Budget Billing: 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.

Special Payment Arrangements: We offer a variety of payment arrangements for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.

Extended Payment Date Plan: 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 additional information about payment options and ways to save on your energy bills, visit pepco.com.

Income eligibility for most programs is based on 30-days prior to application. If you have recently become unemployed or underemployed, your eligibility may have changed.



Bill Support
We're here to help you understand the details of your bill and offer solutions to help you manage your future bills.

Home > My Account > My Dashboard > Understanding My Bill > Bill Support

Current Bill Impacts

There are points during the year when your bill can go up or down based on several factors relating to weather, the cost of electricity and changing rates. The impact on a residential customer's bill will vary from jurisdiction to jurisdiction. Please select the dropdown that fits the jurisdiction you live in. You can also join us for our Energy Assistance Events at a location near you.

We built a new resource for customer to get updates about impacts to their bill, energy saving tools and resources, and energy assistance information from our comprehensive bill support webpage: pepco.com/BillSupport

Additional Tools to Save Energy & Money

We offer free tools to help you manage and control your usage

My Account Tools

The “My Usage” tab can help save money by showing how much energy you’re using daily, monthly, or yearly. You can also review bills over the past year to see what can be expected for a particular month, and view what your bill is projected to be based on current usage, allowing customers to adjust energy use and prepare better for their next bill.

We also partner with the District to support energy efficiency programs

DC Sustainable Energy Utility (DCSEU)

DCSEU is the District of Columbia's resource for information on energy efficiency and renewable energy programs, products and services in the District. The entity offers programs including solar for all, rebates for energy efficient appliances, and affordable home electrification. Visit dcseu.com to learn more.

Pepco has tools to help you manage your energy bill. Sign up for MyAccount for payment options and energy saving information.

Your Pepco online account includes more than just your recent gas or electric bill. It contains tools and detailed energy usage information. By tracking your energy use, comparing usage trends, and discovering the results of energy-saving practices, you can manage your energy more efficiently.

Savings Tools at Your Fingertips

Analyze Your Usage

Access hour-by-hour and day-by-day energy usage information. Understand how much energy you're using and when.

Energy Usage Information

Compare Your Home

Compare your home's energy usage to other similarly sized homes in your area. Set a goal to use less than your neighbors.

Home's Energy Usage

Get Personalized Energy Information

Answer a few questions to learn what's best for you. Get customized energy information.

What Uses the Most Energy?

Homeowners & Renters

Save more than energy with valuable incentives for your home.

Cutting energy consumption at home is a win-win, reducing your carbon footprint while saving money, too. We provide rebates for electric heavy-ups, heating, cooling, appliances - even lawn care. District residents can save from \$35 to \$5,000 on equipment or services. Income-qualified households can save even more with no-cost rooftop solar and energy-efficient electric HVAC.

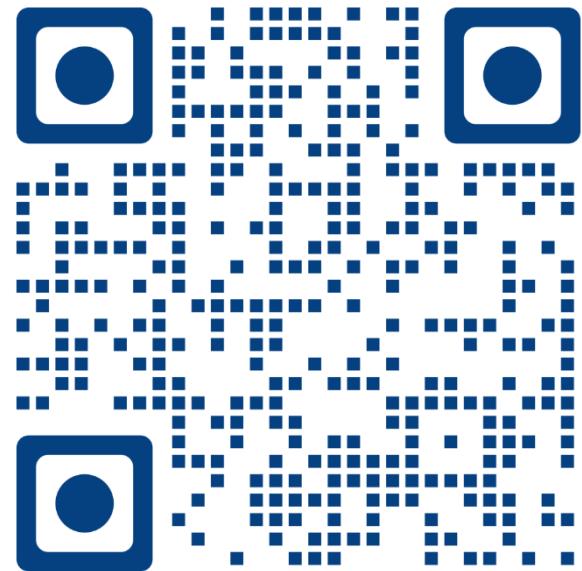
Additional Resources

Pepco Customer Service

1-800-424-8028

Open 7 a.m. – 8 p.m. Monday – Friday

www.pepco.com/billsupport



*Scan to visit the
Pepco Bill Support Page*

Thank You!