

Atlantic City Electric Extending Customer Support Practices to Ensure All Residents Have Safe and Reliable Energy Service During This Critical Time

Company to provide electric service to previously disconnected residents across South Jersey

MAYS LANDING N.J. (March 23, 2020) – Atlantic City Electric is taking several major steps to help ensure all residents across its service area have access to electric service during this critical time. As the COVID-19 pandemic worsens, officials across the country are enacting shelter in place or similar orders to ensure public safety. With more people, including school children, at home during the day, Atlantic City Electric will be working with residents who have had their service disconnected on a case-by-case basis to reconnect service and help ensure access to safe and healthy environments.

“We recognize the important service we provide and that more people are relying on electricity during this critical time,” said Dave Velazquez, president and CEO of Pepco Holdings, which includes Atlantic City Electric. “We need to come together in support of one another during this time, and ensuring every resident has access to safe and reliable electric service is just one of the many ways we are doing just that.”

While the company has already suspended all disconnections through at least May 1, residents who have had their electric service previously disconnected should contact the company at 800-642-3780 to begin the reconnection process. As part of this process, Atlantic City Electric Customer Care agents will work with residents to help identify assistance programs that can supplement bill payment and can help ensure service remains on after this pandemic.

Atlantic City Electric is committed to the safety of its customers, employees and contractors. Communities can be assured that Atlantic City Electric crews will not restore service in unsafe situations. The company will work with agencies, where possible, to identify support to help correct these safety issues before service can be reconnected.

Atlantic City Electric works closely with its community partners to connect customers with grants and programs like LIHEAP, the Low-Income Home Energy Assistance Program. LIHEAP provides grants in varying amounts based on a household's income size, type of fuel, and type of dwelling, with no pay back required. South Jersey residents can apply for assistance online through the [Department of Community Affairs website](#), by contacting their local [LIHEAP Agency](#), or by calling 1-800-510-3102.

Other programs supporting Atlantic City Electric customers include:

- The Universal Service Fund (USF) that helps make energy bills more affordable for low-income customers. USF provides benefits that can help customers reduce their

natural gas and electricity bills. Customers can apply as part of the LIHEAP application process. Call 1-800-510-3102 or visit energyassistance.nj.gov for details.

- Payment Assistance for Gas and Electric (PAGE) can help low-to-moderate customers who are experiencing a temporary financial crisis assistance covering their natural gas and electric bills. For more information, call 732-982-8710 or visit njpoweron.org.
- New Jersey SHARES is a nonprofit corporation that provides assistance to income eligible New Jersey households with energy, telephone and water bills. Visit njshares.org or call 1-866-657-4273 for details.
- Senior citizens and disabled adults can take advantage of Lifeline, a utility assistance program that offers \$225 to persons who meet certain income guidelines. This benefit includes utility customers as well as tenants whose utility bills are included in their rent. Call 1-800-792-9745 for details.

Eligible customers also can receive financial assistance through Helping Hands, a program, funded by Atlantic City Electric, providing \$1 million annually to help struggling customers meet their energy needs. These funds are dispersed each year to low-income residents through the [Affordable Housing Alliance](#), [New Jersey SHARES](#), [Catholic Charities of the Diocese of Camden](#), and the [People for People Foundation](#).

Readers are encouraged to visit [The Source](#), Atlantic City Electric's online news room. For more information about Atlantic City Electric, visit atlanticcityelectric.com. [Follow the company on Facebook at facebook.com/atlanticcityelectric](#) and on Twitter at twitter.com/aceleconnect. Our mobile app is available at atlanticcityelectric.com/mobileapp.