

News Release

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FOR IMMEDIATE RELEASE

Atlantic City Electric Extends COVID-19 Customer Support Efforts Through At Least June 1

Policies include suspending service disconnections, waiving new late payment charges, and reconnecting customers

MAYS LANDING, N.J. (April 16, 2020) – To offer continued assistance for customers impacted by the COVID-19 pandemic, Atlantic City Electric is extending its customer support policies, through at least June 1, which includes suspending service disconnections, waiving new late fees, and reconnecting customers who were previously disconnected.

The company’s COVID-19 policies, designed to help ensure all customers have access to safe and reliable electric service during this critical time, launched in mid-March with Atlantic City Electric’s announcement to suspend service disconnections and waive new late payment charges for all of our customers. The commitment was extended shortly thereafter to reconnect customers who previously had their power disconnected. Residents who have had their electric service previously disconnected should contact the company at 800-642-3780 to begin the reconnection process.

“We recognize the impact of COVID-19 on our customers and communities has been significant, with many experiencing financial difficulties and uncertainty about the future,” said Dave Velazquez, Pepco president and CEO, which includes Atlantic City Electric. “We remain committed to every customer through difficult times, and we will continue to support our communities in need. We will power through this pandemic together.”

Customers who may be challenged in paying their bill should contact Atlantic City Electric Customer Care at 800-642-3780. Atlantic City Electric will work with customers who may have difficulty paying their energy bill. The company offers [payment options](#), like Budget Billing, which averages payments over a 12-month period to help customers manage their monthly energy bill, or flexible payment arrangements that offer individually tailored payment installment plans. Through [Atlantic City Electric's Gift of Energy program](#), anyone can make a payment toward a friend or family member’s energy bill. The gift will appear on a future bill as a credit to the recipient's account.

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.

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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](#).

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Atlantic City Electric is a unit of Exelon Corporation (Nasdaq: EXC), the nation's leading energy provider, with approximately 10 million customers. Atlantic City Electric provides safe and reliable energy service to approximately 560,000 customers in southern New Jersey.