

Dear Government Official:

With winter on the way, Atlantic City Electric has taken steps to prepare the local energy grid to meet increased customer demand and help ensure affordable and reliable energy service all winter long. Crews perform maintenance and inspections to prepare the grid for severe weather and increased customer demand including inspecting and upgrading equipment, trimming trees, building new underground equipment, and installing stronger, tree-resistant aerial cable. We are also installing innovative technologies to improve system reliability, such as specialized equipment that can automatically restore service faster or isolate damage. We also recognize our responsibility to serve customers by working to keep bills as low as possible and to continue to help our customers through these difficult times.

We want to help our customers use less energy and keep their bills low this winter season. We are committed to keeping every customer connected with extended payment arrangements and working to help them secure important energy assistance. We care about our customers and have a wide range of payment options we can offer customers based on their individual account and household income. Customers can also avoid seasonal peaks in their energy bill by dividing their payments evenly over the course of the entire year. This plan makes it easier to budget and pay electric bills each month, because customers know their regular payment amount. Many of these arrangements can be made quickly and easily by calling 800-642-3780 or by visiting our website at [atlanticcityelectric.com/EnergyAssistance](http://atlanticcityelectric.com/EnergyAssistance). Here, our customers can learn about all of the essential programs we have to help.

Every day, we are committed to providing safe, affordable, reliable and clean energy service, while helping to maintain affordability for our customers and communities. Customers across the service area are continuing to experience improvements in the reliability of their energy service, a result of the company's ongoing efforts to modernize the local energy grid. Atlantic City Electric customers experienced the lowest frequency of electric outages ever in 2022, decreasing from the previous record low in 2021, by more than six percent and improving by 56 percent over the past 10 years. This year, crews continue to perform work on major projects to enhance reliability & modernize the local energy grid.

As part of our Smart Energy Network program, we are currently installing smart meters across our entire service area. These new smart meters will enable many benefits for our customers to help them save energy and money, but also will further improve reliability through faster and more efficient power restoration than ever before following major storms. The new meters, along with the broader Smart Energy Network, will help us better identify the location and cause of outages when they occur and will help us better prioritize how we dispatch crews and plan restoration work – all helping to restore service even faster.

Along with our focus on providing reliable service, we also conduct annual emergency response drills and complete testing of computer and emergency systems as part of our winter preparedness program. Employees from across the company review emergency processes and procedures to help ensure a safe and efficient response to storms or emergencies. As part of the Exelon family of companies, we share best practices with our sister companies (BGE, ComEd, Delmarva Power, PECO and Pepco) and participate in emergency response training exercises to ensure we can provide seamless support and resources during a storm or emergency restoration effort. This practice of collaborating and sharing resources demonstrates the benefits of being part of the Exelon family of companies.

For example, this past summer, crews from Atlantic City Electric supported Pepco in response to a late-July storm system that brought wind gusts of 84 mph and impacted approximately 70,000 Pepco customers.

Being prepared is a responsibility that we take very seriously, and we encourage others to do the same. Please help us spread the word in your community about the steps that can be taken to prepare for a winter storm.

- Assemble an emergency storm kit.
- Prepare a plan for what to do during a power outage or winter storm.
- Please confirm we have your current phone number in the “My Alerts and Notifications” section of our website: [atlanticcityelectric.com/MyAccount](http://atlanticcityelectric.com/MyAccount).
- Visit [atlanticcityelectric.com/Mobileapp](http://atlanticcityelectric.com/Mobileapp) to download our mobile app, which has many resources to keep you informed during a storm.
- More tips, resources and safety information are available at [atlanticcityelectric.com/StormPrep](http://atlanticcityelectric.com/StormPrep).

If a severe storm hits, we monitor local weather reports regularly and follow the advice of local emergency management officials. We follow a strategic response plan to restore service to the greatest number of customers first and will work to restore service in your community safely and as quickly as possible. To learn more about our restoration process, visit [atlanticcityelectric.com/Restoration](http://atlanticcityelectric.com/Restoration).

Customers are asked to immediately report a downed wire or service issue by calling 1-800-833-7476, visiting [atlanticcityelectric.com](http://atlanticcityelectric.com) or through our mobile app. Atlantic City Electric customers can also text “Out” to “20661”. Customers must first text “ADD OUTAGE” to “20661” to sign up for this service.

As Atlantic City Electric (ACE) labor negotiations continue with IBEW Local 210, I want to provide you a link to frequently asked questions that can assist you and your colleagues when fielding questions from your residents and our customers.

[Labor Update | Atlantic City Electric - An Exelon Company](#)

This is where you can find the most up to date information without delay including the details of our [Current Benefits and Competitive Offer Fact Sheet](#).

I want to reiterate that we tremendously value our strong relationships with our labor unions and represented employees. Atlantic City Electric continues to encourage an open dialogue with IBEW Local 210 leadership and remains focused on working towards reaching an agreement. Nothing is more important than the safety and security of our customers, employees and contractors. ACE is well-prepared, and we have contingency staffing in place to ensure that our customers’ electric service is not affected. We will continue to respond to address any customer needs and electric emergencies, should they occur.

By taking a few simple steps, together we can be ready and stay safe, warm and dry this winter.

Sincerely,

**Alexandria Likanchuk | Sr. External Affairs Specialist**

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We strengthen our communities with significant corporate philanthropy. We also support employees' volunteer work for causes they care about. Volunteerism offers a kind of purpose and reward you can't get any other way, benefits our customers and communities, and makes for more invested and engaged employees.

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