



ali kenner <ali.kenner@gmail.com>

PECO POWERING YOU THROUGH COVID-19

1 message

PECO <smartideas@go.peco-energy.com>
Reply-To: PECO <Smartideas@peco-energy.com>
To: ali.kenner@gmail.com

Thu, Mar 26, 2020 at 6:02 PM

Dear Valued Customer,

We at PECO share a companywide determination to power you through the COVID-19 national emergency. We also share a deep commitment to keeping you informed as we work to deliver the essential energy services that provide comfort and security as you spend an increased amount of time in your homes during this crisis.

Here are several actions we have taken to power our customers and communities through the COVID-19 pandemic:

- We will reconnect service for customers who have had their service previously disconnected to help ensure a safe and healthy environment. Customers may begin this process by calling 1-800-494-4000.
- We have suspended all service disconnections and are waiving new late payment charges through at least May 1, 2020.
- We will work with customers who may have difficulty paying their energy bill. We can assist in establishing payment arrangements and help identify energy assistance options. Customers who may be challenged in paying their bills should contact Customer Care at 1-800-494-4000 or visit peco.com/payment to learn more about payment options such as budget billing and flexible payment arrangements.
- We will continue to work closely with community partners and government agencies to connect customers with energy assistance grants and programs. Visit peco.com/help to learn more.
- We will provide support to emergency relief funds to help customer and community members who have been significantly impacted by COVID-19. These efforts are focused on food security, health support and lost wage challenges experienced by residents.
- We will continuously monitor scammers who may attempt to take advantage of our customers and the societal fears surrounding coronavirus. If you ever feel unsure of whether someone calling or visiting your home is indeed from PECO, please do not hesitate to call us immediately. For tips and information to help you recognize potential scam attempts, visit peco.com/scams.

While this situation continues to rapidly change, what remains the same is our focus on meeting your energy needs during this critical period, while protecting the health and safety of our employees and contractors. Like you, these talented women and men continue to adjust to the impact of the coronavirus on their own lives and balance many personal and family challenges.

Despite these obstacles, they arrive each day with great passion for helping our customers and their communities, and for that we are most thankful. You should expect to see these dedicated PECO crews working on the local energy grid in your neighborhood even as other services are reduced or curtailed. Our crews must maintain our grid so we can continue to provide essential energy services today and in the coming summer months. Please note that you may see employees wearing face masks and gloves while working in a location as a precaution to protect themselves and customers.

All work conducted by PECO is in coordination and compliance with all state and local agencies and directives. We will ensure our practices and procedures enable us to continue to power you through this challenging time reliably and safely, and we will keep you updated on our actions as this national emergency evolves. For more information on our pandemic preparedness and response and customer service options, visit peco.com/coronavirus.

Thank you for being a valued PECO customer. We will power through COVID-19 together.

Sincerely,
Funmi Williamson
SVP Customer Operations & Chief Customer Officer, PECO

To ensure you receive the most up-to-date information from PECO, you are encouraged to **register for “My Account,”** an easy, online interactive tool that allows you to set alerts and provide important contact information. Sign up at peco.com/myaccount.



PECO. The future is on.

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