



We continue to monitor the COVID-19 pandemic. Our Customer Solution Center in Philadelphia is closed for payments, but you can still pay your bill online, over the phone and by mail. We're here to help customers through temporary or extended financial hardship. We are suspending service disconnections and new late payment charges for all customers through June 1. [Click here to learn more ways we can help.](#)



# PECO Extending Customer Support to Ensure All Residents Have Safe and Reliable Service During this Critical Time

*Company to provide electric service to previously disconnected customers*

**PHILADELPHIA, PA** (March 23, 2020) – PECO is taking several steps to help ensure all customers have access to electric service during this critical time. As the COVID-19 pandemic evolves, PA Governor Tom Wolf has ordered all non-life-sustaining businesses to close physical locations to slow coronavirus spread. With more people, including children, at home during the day, PECO will be working with customers who have had their service disconnected to reconnect service and help ensure access to safe and healthy environments.

"We provide an important service and recognize that our customers are relying on electricity during this critical time," said Mike Innocenzo, PECO president and CEO. "We need to come together in support of one another during this time, ensuring every customer has access to safe and reliable electric service is just one of the many ways we are doing just that."

Customers who have had their electric service disconnected should contact PECO at 1-800-494-4000 to begin the reconnection process. No new connection fees or deposits will be required however customers will continue to be responsible for previous unpaid balances. As part of this process, PECO Customer Care Associates will work with customers to help identify assistance programs that can supplement bill payment and can help ensure service remains on after this pandemic.

PECO is committed to the safety of its employees, customers and communities. PECO will not restore service where unsafe conditions exist and will work with agencies, where possible, to identify support to assist in correcting unsafe conditions before service is reconnected.

PECO is taking additional steps to help customers in need and expand awareness of programs to help customers stay connected to service. Customers are reminded of payment options like budget billing and flexible payment

arrangements to help manage bills. In addition to these programs, PECO works with the community and government partners to get assistance into the hands of our customers who need it the most. These programs include:

- **Customer Assistance Program (CAP):** An annual credit on a customer's bill based on the total household income and the customer's energy use. The annual credit is provided against the customer's bill throughout the year, with customers receiving a larger credit during months when they use more energy and a lower credit when they use less energy.
- **Low-income Home Energy Assistance Program (LIHEAP):** A Federal grant program to help low-income customers manage their energy costs and ensure service during the heating season. In 2018, PECO customers received more than \$16.8 million in LIHEAP Assistance.
- **Matching Energy Assistance Fund (MEAF):** A program funded by voluntary contributions of citizens and matched dollar for dollar by PECO for up to \$500 per commodity in total assistance for those who qualify.
- **Customer Assistance and Referral Evaluation Services (CARES):** A referral and information service designed to assist customers who have temporary personal or financial hardships that prevent the payment of their utility bill. CARES regularly assist about 4,000 customers each year.

Customers may also register for "My Account," a web-based interactive tool that provides them with a detailed analysis of their specific energy use and offers ways to save money and energy. Visit [peco.com/myaccount](http://peco.com/myaccount) or [PECO's free mobile app](#) to learn more about these programs.

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*PECO, founded in 1881, is Pennsylvania's largest electric and natural gas utility. Headquartered in Philadelphia, PECO delivers energy to more than 1.6 million electric customers and more than 532,000 natural gas customers in southeastern Pennsylvania. The company's 2,700 employees are dedicated to the safe and reliable delivery of electricity and natural gas as well as enhanced energy management conservation, environmental stewardship and community assistance. In 2018, PECO was named to Forbes Magazine's list of Best Employers for Women. The company also has an estimated annual economic impact of \$4.8 billion in Pennsylvania, supporting more than 9,000 local jobs and producing \$775 million in labor income. PECO is a subsidiary of Exelon Corporation (Nasdaq: EXC), the nation's only Fortune 100 utility and leading competitive energy provider. For more information visit [PECO.com](http://PECO.com), and connect with the company on [Facebook](#) and [Twitter](#).*

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