

# An update from Ted Dorand, PECO External Affairs Manager

## **PECO Extends COVID-19 Customer Support Efforts Through June 1**

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

PHILADELPHIA, April 16, 2020 (GLOBE NEWSWIRE) -- To offer continued assistance to customers impacted by the COVID-19 pandemic, PECO is extending its support policies, which include suspending service disconnections, waiving new late fees, and reconnecting customers who were previously disconnected, through at least June 1.

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 PECO's announcement to suspend service disconnections and waive new late payment charges for all of customers. The commitment was extended shortly thereafter to reconnect customers who previously had their power disconnected.

"We recognize the impact of COVID-19 on our customers and communities has been greater than anyone could have imagined, with many experiencing financial difficulties and uncertainty about the future," said Mike Innocenzo, PECO president and CEO. "We remain committed to every customer through difficult times, and we will continue to support our communities in need. During this pandemic, we will power through together."

Customers who are challenged to pay their energy bill should contact PECO customer care as soon as possible at 1-800-494-4000. PECO will work closely with customers to waive late payment fees, avoid having their service shut off, discuss reconnections, and determine eligibility for assistance programs. PECO representatives can also discuss 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.

Throughout the year, PECO offers many other programs to help customers manage their energy costs and save money. Existing assistance programs include:

- Customer Assistance Program (CAP): An annual credit based on household income and energy use.
- 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.
- Matching Energy Assistance Fund (MEAF): A program funded by voluntary contributions of customers and matched dollar for dollar by PECO for up to \$1,000 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 special needs or extenuating circumstances that prevent the payment of their utility bill.

To ensure customers receive the most up-to-date information from PECO, they are encouraged to register for "My Account," an easy, online interactive tool that provides customers with the ability to set alerts and provide important contact information. Visit [peco.com/myaccount](https://peco.com/myaccount) or PECO's free mobile app to learn more about these programs.

*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](#).*