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July 30, 2012

Mr. David J. Collins  
Executive Secretary  
Public Service Commission of Maryland  
William Donald Schaefer Tower  
6 St. Paul Street, 16<sup>th</sup> Floor  
Baltimore, MD 21202-6808

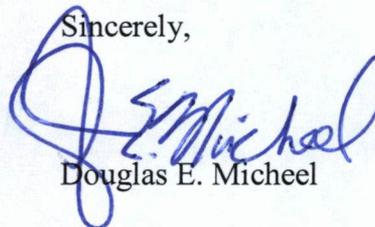
**Re: Case No. 9298**

Dear Mr. Collins:

Pursuant to COMAR 20.50.12.06, enclosed for filing are the original and seventeen (17) clean copies (five three-hole punched) of Potomac Electric Power Company's Major Outage Event Report on the June 29 – July 8, 2012 Derecho.

Please feel free to contact me if you have any questions regarding this matter.

Sincerely,



Douglas E. Micheel

DEM/pmh

Enclosure

cc: All Parties of Record



A PHI Company

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State of Maryland  
Major Storm Report  
June 29 – July 8, 2012  
DERECHO

Prepared By: Potomac Electric Power Company  
701 Ninth Street, N.W.  
Washington, D.C. 20068-0001

July 30, 2012

# Table of Contents

Table of Contents .....	2
Executive Summary .....	3
Overview .....	6
RM 43 Service Interruption Standard .....	24
Storm Event .....	26
1. Customers served by Pepco .....	26
2. Event.....	26
3. Major Storm Restoration.....	26
4. Number of Customers Affected.....	26
5. Average Duration of Interruption .....	27
6. Maximum number of customers who experienced an interruption .....	27
7. Sustained Interruptions .....	28
8. Outside Assistance Requests.....	38
9. Outside Assistance Resources .....	40
Resources .....	40
Deployment .....	42
10. Electric Utility Crews.....	44
Resources .....	44
Deployment .....	44
11. Customer Communications Operations Statistics .....	47
12. System Damage .....	58
13. Materials .....	58
14. Self-Assessment .....	59
15. Customer Communications .....	63
16. Communication with Government Officials and the Public .....	64
17. Estimated Restoration Times .....	65
18. Outage Event Plan.....	65
19. Interruption Causes and Interruption Hours.....	66

## Executive Summary



A large and powerful Derecho struck Potomac Electric Power Company's ("Pepco" or the "Company") service territory on Friday, June 29, 2012. The Derecho caused significant infrastructure damage and outages as a result of hurricane-force straight line winds and intense lightning. The Derecho's winds, lightning, and heavy rains came during a brutal heat wave that fueled the storm. The Derecho caused extensive damage throughout Pepco's service territory, damaging homes, uprooting trees, and knocking out power to many Pepco customers.<sup>1</sup> The storm destroyed transformers and knocked down poles and wires throughout the Company's service territory, causing a Major Outage Event. This report describes the Derecho's impact on Pepco's electric system and customers.

At its peak, the Derecho interrupted power to over 483,639 of Pepco's customers, including 410,679 Maryland customers. In total, Pepco restored over 800,000 sustained service interruptions in Maryland.

Outages related to the Derecho's impact on Pepco's system began late on June 29, 2012. By Tuesday, July 3, Pepco restored service to more than 75% of the customers who had an outage. Service was restored to 99% of the total customer outages by Friday, July 6, and service to the last Pepco Maryland customer affected by the storm was restored in the early morning hours of Sunday, July 8, 2012.

The Derecho originated near Chicago, Illinois and moved rapidly across the country. Forecasts throughout Friday, June 29, did not expect the Derecho to have the energy to cross the Appalachian

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<sup>1</sup> Additional pictures from the event are attached.

Mountains intact. Rather, starting on June 28 and continuing through the day on June 29, it was consistently forecasted that Pepco's service area was facing a 20-30% chance of thunderstorms.

However, when the Derecho crossed the mountains intact, Pepco mobilized quickly, calling on both internal and external resources to respond to the storm. Earlier in the week, Pepco had scheduled additional crews to handle outages that might have occurred as a result of the intense heat wave. Throughout June 29, Pepco augmented the heat wave mobilization by contacting its employees and existing Company contractors to inform them of the 20-30% chance of thunderstorms and of the potential need for their services. Thus, when the storm struck Pepco's service territory at 10:15 p.m., Pepco had already secured commitments of approximately 450 employee and contractor line, tree, and damage assessment personnel. Pepco pre-positioned over 100 of these resources as the Derecho moved through the service territory, with the rest joining the damage assessment and restoration effort on the morning of June 30. Ultimately, a total of 1,959 external field personnel (overhead line personnel, damage assessment and vegetation management personnel) reinforced Pepco field personnel.<sup>2</sup>

Pepco coordinated closely with local emergency management agencies and briefed government officials regularly. Pepco also maintained continuous outreach to the media and customers regarding restoration projections and progress.

### *System Impacts*

In Pepco's Maryland territory, a total of 450 distribution circuit lock-outs were experienced, and 45 subtransmission line lock-outs occurred. Pepco received 7,446 calls reporting 3,386 downed wires in Maryland. Pepco responded to all downed wire events received, of which 2,006 (or 59%) of the reported events in Maryland were actual Pepco wires down (the rest were either telecommunications or cable wires, or locations where no downed wire was found). Pepco patrols of affected feeders revealed that significant damage was caused by trees being uprooted or snapped in two, resulting in broken poles, broken crossarms, damaged transformers, and downed power lines.



Derecho Impacts, Pepco Maryland territory

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<sup>2</sup> More detailed personnel information can be found in Sections 9 and 10 below.

### *Self-Assessment*

Pepco and Pepco Holdings, Inc. (“PHI”) are dedicated to rigorous self-assessment and improvements to their storm planning and restoration processes. The Company will continue to improve and is committed to meeting customers’ expectations. Pepco continues to analyze its storm response and to develop recommendations for future improvements.

### *Reporting Requirements*

Pursuant to the Code of Maryland Regulations (“COMAR”) 20.50.12.13, Pepco is required to file with the Maryland Public Service Commission (the “Commission”), a written report within three weeks following the end of a major outage event detailing the event’s impact on Pepco’s electric system and the associated restoration efforts. On July 6, 2012, the Commission issued Order No. 85013 in Case No. 9298, directing utilities to file the required storm reports within three weeks of the end of the major outage event. Pepco hereby files the required report.

## Overview

### Storm Overview

A derecho “is a widespread, long-lived wind storm that is associated with a band of rapidly moving showers or thunderstorms” which “assume a curved or bowed shape” called a “bow echo.”<sup>3</sup> The National Weather Service’s (“NWS”) Storm Prediction Center (“SPC”) notes that:

In addition to posing a direct hazard to anyone caught below the falling lines, derecho damage to overhead electric lines sometimes results in massive, long-lasting power outages. Hundreds of thousands of people may be affected; in the worst events, power may not be restored for many days.<sup>4</sup>

The massive June 29 Derecho formed near Chicago and moved east across Indiana, Ohio, Pennsylvania, West Virginia, Virginia, Maryland, the District of Columbia, Delaware, and New Jersey.<sup>5</sup> As noted by one meteorologist, this Derecho did not follow the typical pattern expected for this type of storm based on historical data in that “[it is] unusual to have a derecho come this far south, also to come in the evening, also to come over the [Appalachian] mountains.”<sup>6</sup> This storm left a path of destruction more than 700 miles long across the Midwest and Mid-Atlantic, leaving over four million customers without power and, according to the SPC, causing multiple fatalities. More than 600 damaging wind reports were received by the SPC during the Derecho’s race from northern Indiana to the southern Mid-Atlantic coast.

The initial weather forecast for Friday, June 29, included isolated severe activity possible Friday afternoon and evening. However, no severe weather threats, much less anything as widespread as Mid-Atlantic region’s June 29 Derecho, were predicted.

The morning of June 29 saw a large mid-level ridge of high pressure centered over the Tennessee Valley and a weak, low pressure trough with an associated upper level disturbance across the western Great Lake region. An outflow from overnight thunderstorms was moving east through western Illinois. In the mid-morning, thunderstorms developed south of Chicago, and due to the strong mid to upper level winds, quickly formed a well-developed bow echo--a key indicator of a derecho--and moved into northern Indiana.

The Derecho moved quickly east at speeds ranging from 60 mph to 70 mph, powered by the upper level winds. As it moved to western Ohio, the Derecho developed a large squall line, and grew in power and intensity as it was fed energy by the humid heat wave produced by a strong mid-level ridge of high pressure. At that time, predictions were that the system would break up in the Appalachian Mountains. However, as the Derecho crossed the Appalachians, at 7:45 p.m., the NWS warned that the storm would “roll beyond the east slopes of the Appalachians and across much of Virginia over the next several hours.”

The storm struck not only Virginia but also, due to a slight northward turn in its track, the Pepco region, beginning around 10:15 p.m. The storm produced winds in excess of 70 mph and heavy rain across a large portion of the Mid-Atlantic region. Winds gusts at Reagan International Airport were measured at 70 mph. Damage included downed trees and snapped power poles, with many transformers destroyed by the frequent lightning strikes. The continuing heat wave, with temperatures over 100 degrees,

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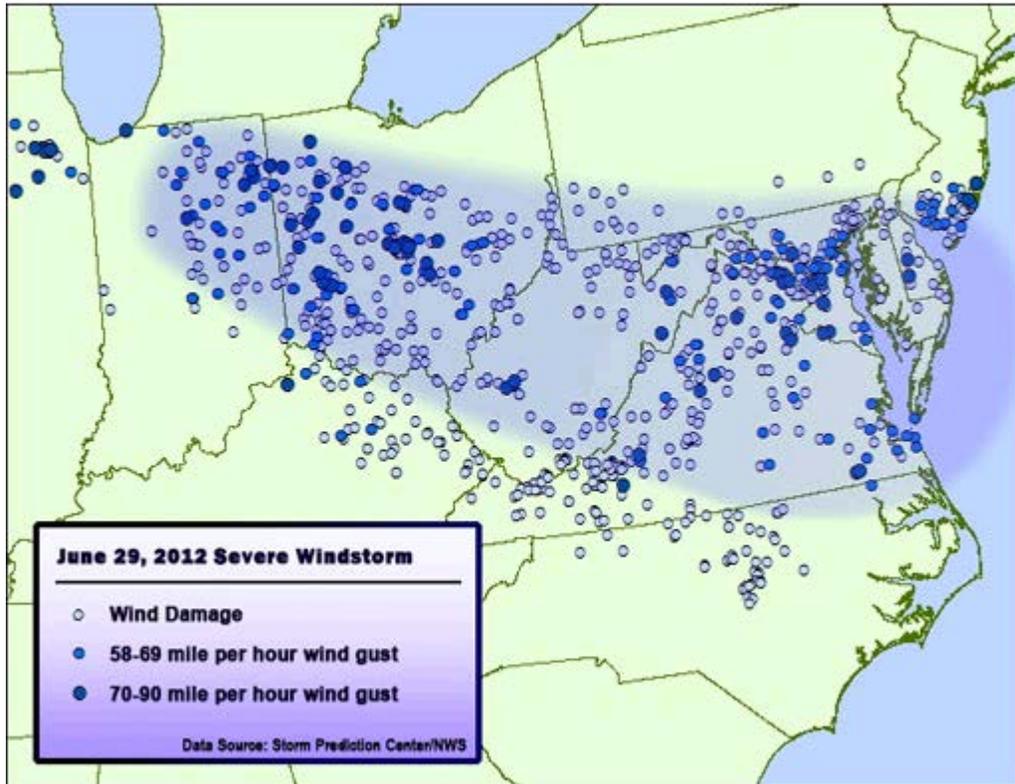
<sup>3</sup> See <http://www.spc.noaa.gov/misc/AbtDerechos/derechofacts.htm>.

<sup>4</sup> Id.

<sup>5</sup> See [http://cimss.ssec.wisc.edu/goes/blog/wp-content/uploads/2012/06/120629-30\\_g13\\_ir\\_derecho\\_anim.gif](http://cimss.ssec.wisc.edu/goes/blog/wp-content/uploads/2012/06/120629-30_g13_ir_derecho_anim.gif).

<sup>6</sup> See <http://www.wtop.com/41/2925683/Timeline-of-derecho-that-hit-Friday>.

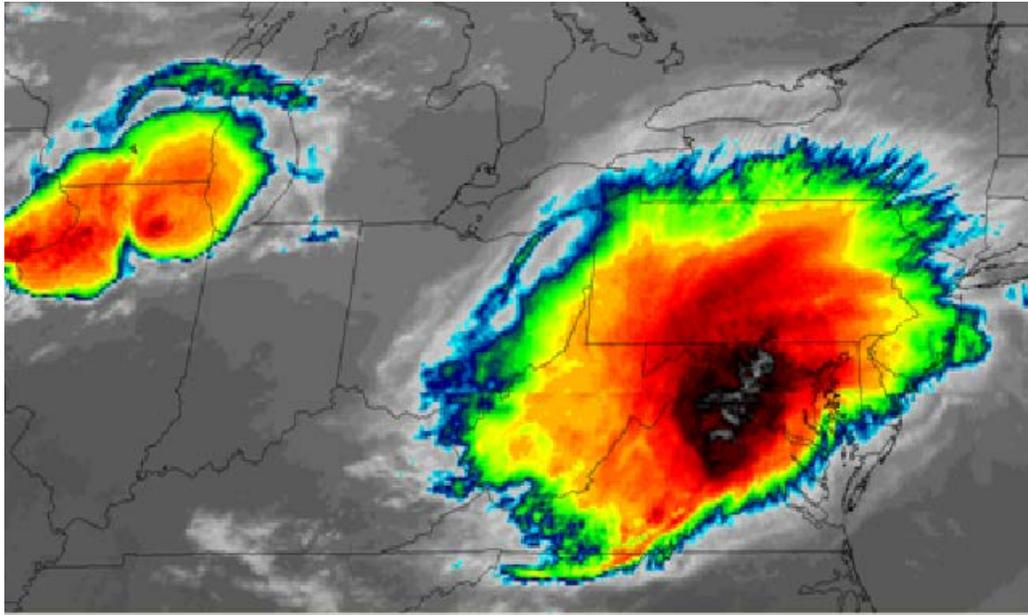
hindered restoration efforts and exacerbated the power outages. As summarized by one meteorologist, “[t]his was a very large derecho . . . probably one of the biggest ones we’ve ever seen . . . you will never see wind damage this widespread or this long-lived unless you had a land-falling hurricane.”<sup>7</sup> The wind speed map below, developed based on information from the SPC, illustrates the size and magnitude of this Derecho,<sup>8</sup> and, as well as the clustering of very high winds over the Pepco region.



<sup>7</sup> Id.

<sup>8</sup> Map developed by Dave Dildine at WTOP, available at <http://www.wtop.com/?sid=2925683&nid=864&i=0>.

States of emergency were declared in Maryland, Ohio, Virginia, West Virginia, the District of Columbia, and Atlantic County in New Jersey due to the devastation left in the aftermath of the Derecho. As stated by Governor O'Malley, "[w]e took a hurricane punch without the three to four days of hurricane warning."<sup>9</sup>



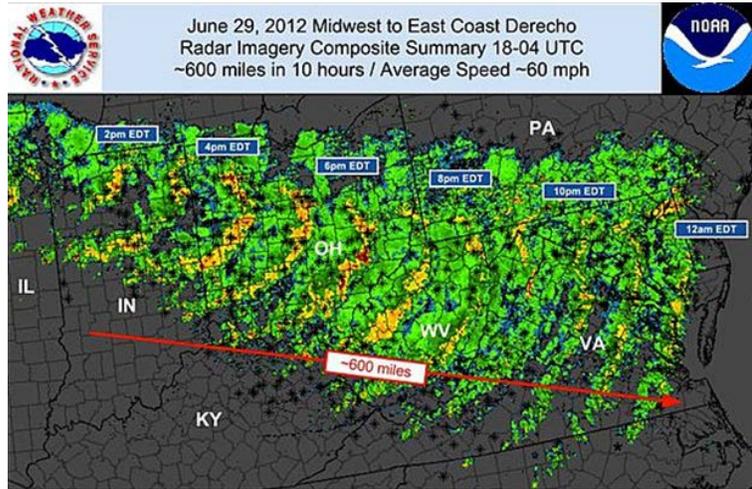
Derecho in Pepco Region<sup>10</sup>

<sup>9</sup> <http://www.washingtontimes.com/news/2012/jul/1/electrical-power-may-not-be-restored-week/print/>.

<sup>10</sup> Screenshot taken from [http://cimss.ssec.wisc.edu/goes/blog/wp-content/uploads/2012/06/120629-30\\_g13\\_ir\\_derecho\\_anim.gif](http://cimss.ssec.wisc.edu/goes/blog/wp-content/uploads/2012/06/120629-30_g13_ir_derecho_anim.gif).

*Radar Detail*

Radar Composite of the June 29 Derecho:

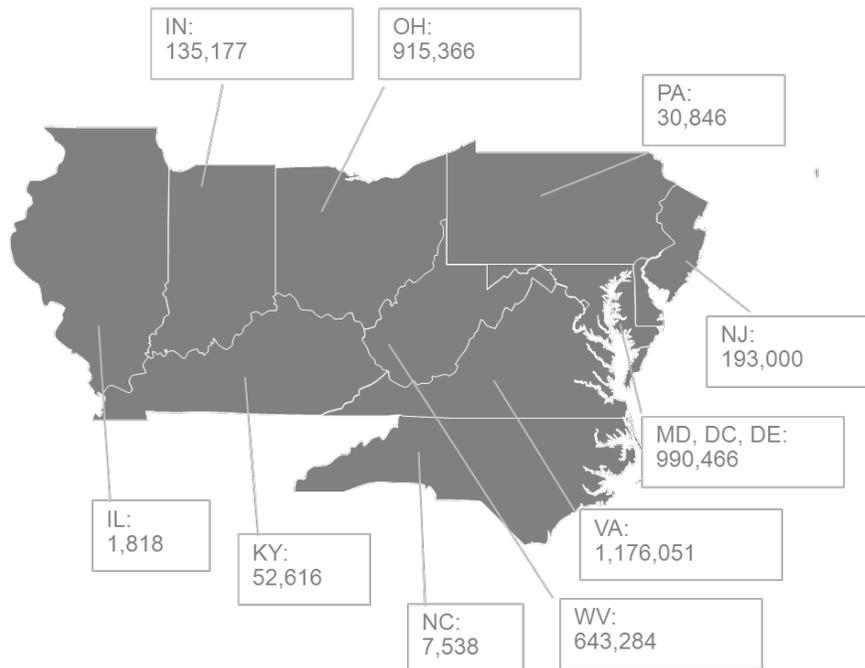


Over 500 preliminary thunderstorm wind reports indicated by Peak wind gusts 80-100mph. Millions w/o power.

Summary Map by G. Carbin  
NWS Storm Prediction Center

*Outage Detail*

Breakdown of outages following Derecho, by state:



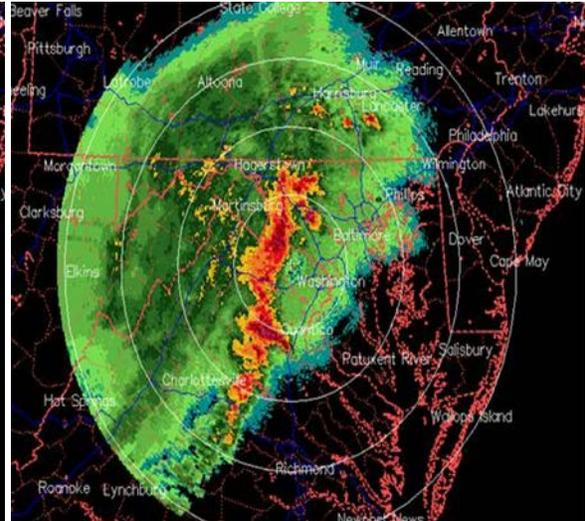
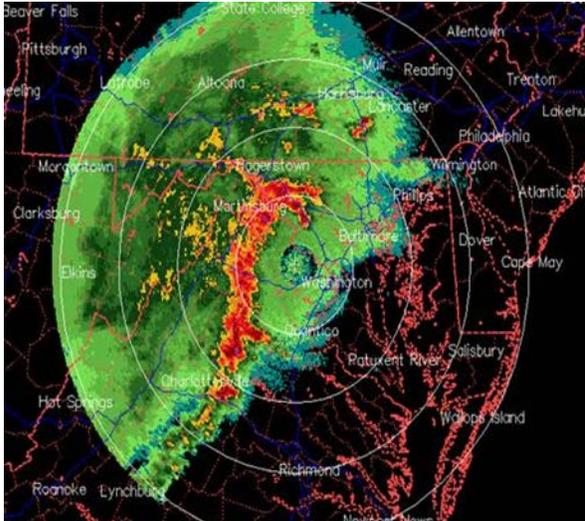
Breakdown of Outages Following Derecho<sup>11</sup>

<sup>11</sup> Sources: U.S Department of Energy - [http://www.oe.netl.doe.gov/docs/2012\\_SR1%20SevereStorm\\_OVMAS\\_063012\\_1000.pdf](http://www.oe.netl.doe.gov/docs/2012_SR1%20SevereStorm_OVMAS_063012_1000.pdf), PHI OMS, and <http://disastermapping.wordpress.com/2012/06/29/6292012-derecho-long-lived-wind-event/>.

The radar images below show the progression of the storm through the Pepco region.

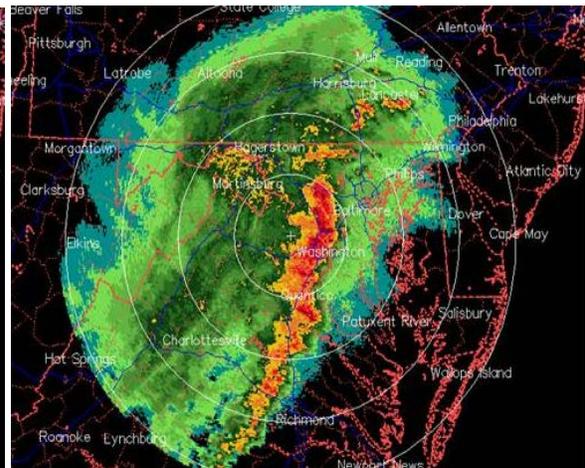
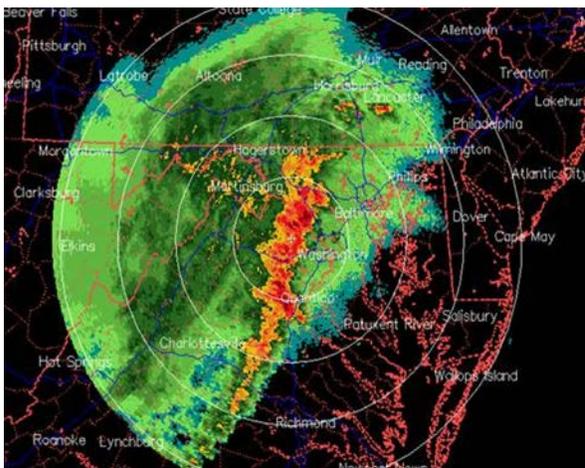
At 9:56 p.m. on June 29, the Derecho approaches the Pepco service territory. The storm was declared on the Pepco system at 10:15 p.m.

10:14 p.m. on June 29: the leading edge of the Derecho is now in Montgomery County. Peak gusts of 71 mph are reported at Dulles Airport at 10:23 p.m.



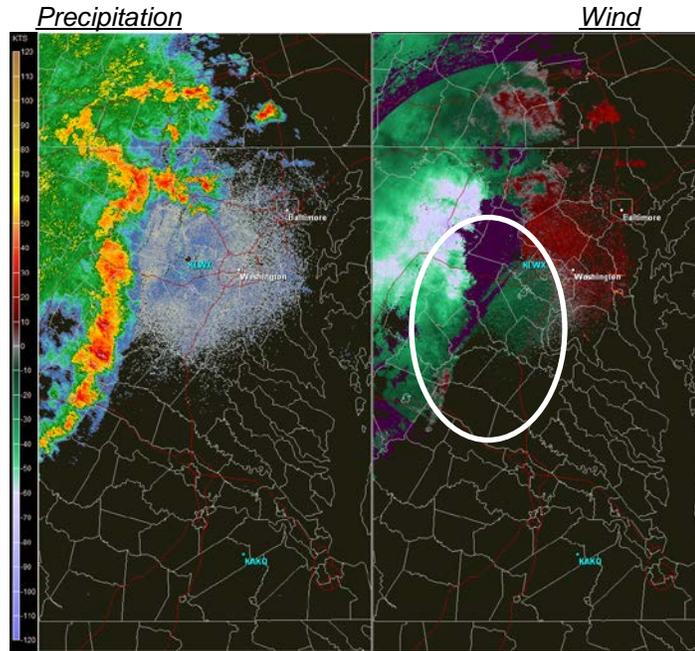
At 10:26 p.m. on June 29, the main line of the Derecho is now over Washington, D.C.

At 10:43 p.m. on June 29, the main line of the Derecho is in Prince George's County.



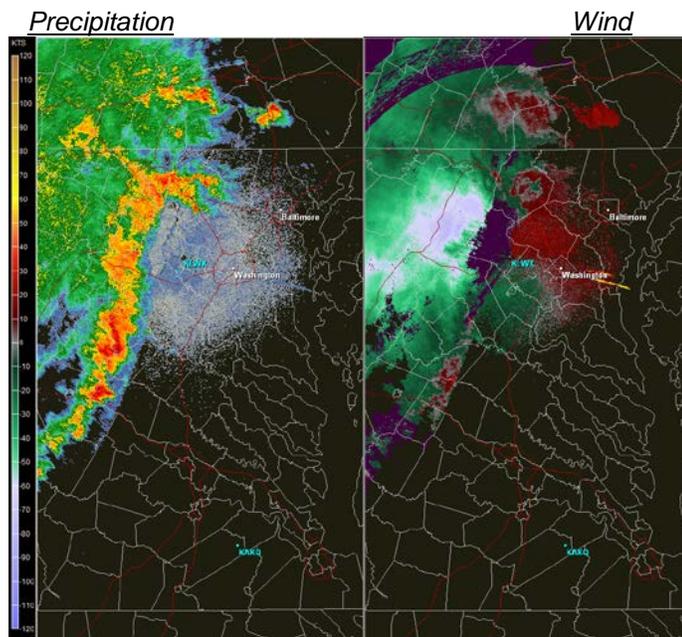
*Derecho Radar Sequence*<sup>12</sup>

Below are radar images of the June 29 Derecho moving out of the Appalachians. Circled area indicates wind speeds in excess of approximately 70 mph at 2,500-3,000 feet above ground.



June 29, 2012 at 9:52 p.m.

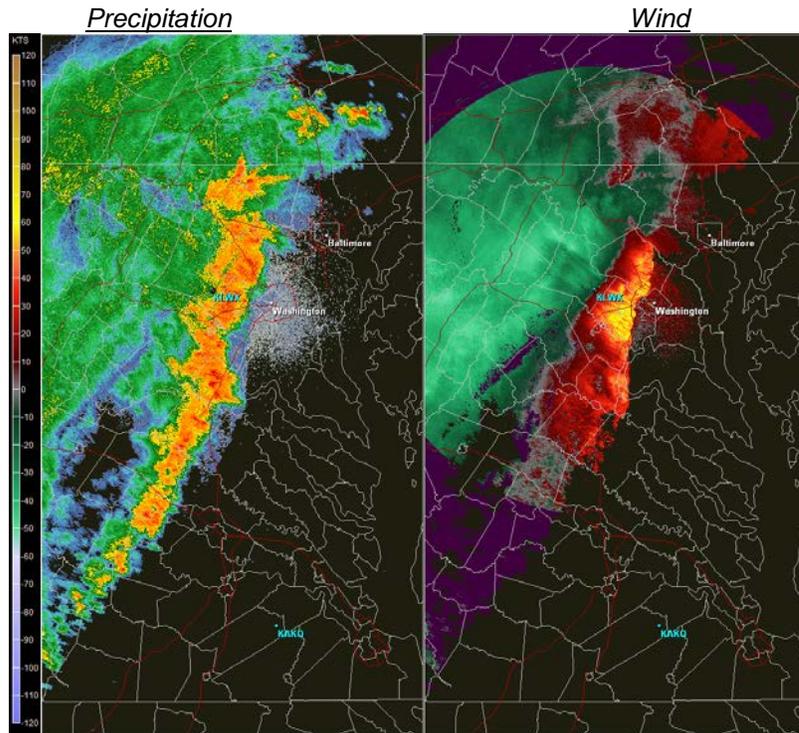
The Derecho moved rapidly east at 65 to 70 mph, with highly damaging winds.



June 29, 2012 at 10:01 p.m.

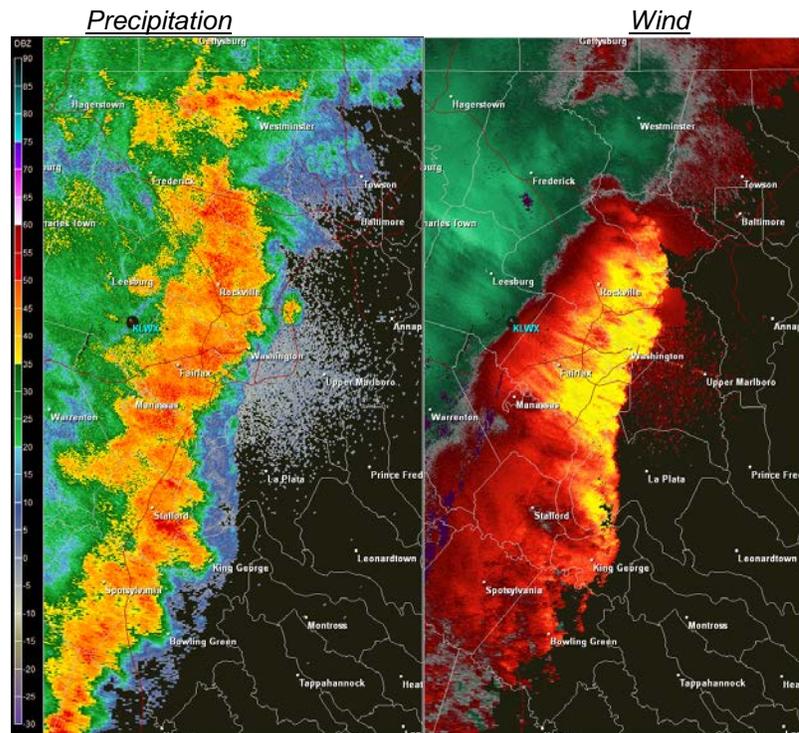
<sup>12</sup> Prepared by ImpactWeather StormWatch meteorologist Matt Haworth.

Derecho moving into the Washington, D.C. metro area with yellow color indicating winds in excess of 70 mph and some localized 80 mph.



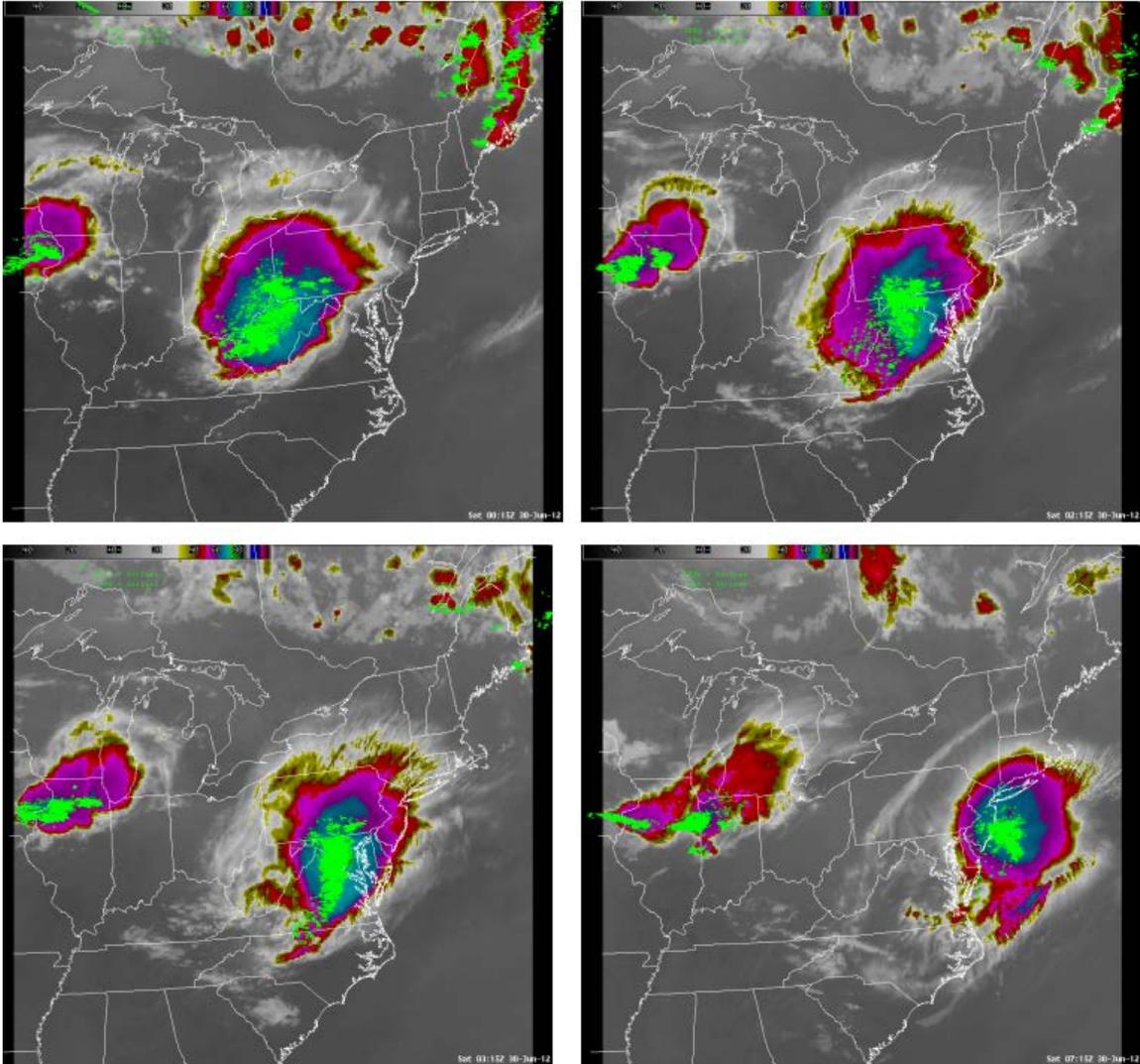
June 29, 2012 at 10:35 p.m.

The Derecho's winds covering much of the Washington, D.C. metro region, winds of 90 mph possible.



June 29, 2012 at 10:43 p.m.

Extensive lightning activity (bright green) is seen throughout the Derecho's movement across the region.



## **Storm Monitoring, Planning, and Restoration Activities**

The following section provides further commentary on Pepco's overall storm monitoring, planning and restoration activities. This commentary is divided into the following main sections:

- Monitoring and preparation for the storm;
- Resource planning and logistics;
- Damage assessment and restoration process;
- Communications during the restoration; and
- Government and Regulatory Affairs activities.

Each is covered in more detail below.

### **Monitoring and preparations for the storm**

Monitoring and preparation for the storm included a number of activities: weather monitoring; resource planning; the activation of the Incident Management Team ("IMT"), Incident Support Team ("IST"), and Crisis Management Team ("CMT"); and logistics. These activities are explained below.

#### *Weather Monitoring*

PHI has contracted with two weather services, ImpactWeather and Telvent, for weather monitoring and forecasting services. In addition, PHI monitors weather through the federal government's SPC. PHI reviews the reports shares the information internally, and to mutual assistance organizations as appropriate.

At 6:00 a.m. on June 29, ImpactWeather forecasted "a slight chance for afternoon storms," and that "an isolated strong storm will be possible today if activity can develop." At noon, ImpactWeather noted that "[a] slow moving cold front will push across the Midwest to Mid Atlantic today through the weekend bringing scattered showers and thunderstorms to the region. Hot temperatures and moisture across the region in addition to the cold front will provide favorable conditions for severe thunderstorms to develop each day."

At 12:14 p.m., the SPC noted the possibility of severe weather in Illinois and Indiana, but expected any severe weather to be limited to areas "west of the Appalachian Mountains." At 2:47 p.m. on Friday, June 29, the SPC issued warnings of a severe weather threat for Illinois and Indiana. At 4:03 p.m. the SPC classified the wind damage seen in Ohio and West Virginia as a derecho.

At 5:11 p.m., Pepco IMT members began receiving more frequent weather updates and alerts related to a "very strong cluster of storms" that was quickly spreading toward eastern Ohio and which was moving east-southeast at nearly 60 mph, with gusts as high as 65 mph.

At 7:23 p.m., ImpactWeather issued an alert that a severe cluster of storms capable of damaging wind could spread into the western fringes of Montgomery County, Maryland between 9:00 p.m. and 9:30 p.m.

At 7:45 p.m., the NWS stated that the Derecho could "roll beyond the east slopes of the Appalachians and across much of Virginia over the next several hours."

At 7:49 p.m., the NWS issued a severe thunderstorm watch for the District of Columbia.

At 8:00 p.m. the NWS issued a severe thunderstorm watch for western Maryland (among other areas), noting a "fast moving and damaging derecho over Ohio has resulted in widespread damaging winds"

and predicting the storm could lose intensity as it crossed the Appalachians, but that a “moist and very unstable air mass over [Virginia]” could lead to scattered wind gusts.

### *Storm Preparation*

The week preceding the Derecho was one of sustained high temperatures. On Monday, June 25, due to the predicted extreme heat combined with the forecast of possible thunderstorms for the upcoming period of June 29 through July 8, 2012, the Pepco IMT and Crisis Information Center (“CIC”) requested team leads to determine availability of IMT team members, field restoration resources, logistics staffing and all supporting second role employees for the period. Exacerbating the concerns caused by the severe heat wave forecast was the fact that the period included the July 4 holiday, a popular holiday for utility employees as well as the rest of the nation. On Thursday, June 28, Pepco held a conference call and subsequently established additional staffing for both field resources (internal and contractor) and the Call Center for the period of Friday afternoon (June 29) through Monday morning (July 2). These preparations for the heat wave, the weekend, and the July 4 holiday meant that, when the Derecho struck Pepco’s system, Pepco was already positioned to address storm damage that could result from the forecasted thunderstorms.

During the late afternoon and early evening of June 29, the IMT received several weather updates, alerts, and reports of extensive storm damage and customer outages being sustained by utilities to the west (e.g., Ohio). At 9:00 p.m. on Friday, June 29, PHI participated in a SEE call initiated by Midwestern utilities that were experiencing outages due to the Derecho. On this call, AEP Ohio reported significant customer outages, and Dayton Power & Light and Duke Ohio reported similar storm damage and requested mutual assistance resources. FirstEnergy also reported outages and requested mutual assistance. Following SEE protocols, no utilities east of the Appalachian Mountains requested mutual assistance resources because the storm had not yet impacted their systems and because it was uncertain whether the storm would impact their systems at all, much less as severely as the storm impacted the Midwest. However, PHI made other utilities aware on the 9:00 p.m. call that it would also be seeking mutual assistance the next morning if its service territory was impacted by the Derecho.

Based on the NWS and utility outage reports from the Midwest, and even though forecasters had predicted that the Derecho would weaken as it crossed the Appalachian Mountains, at 8:30 p.m. Pepco activated the IMT and CIC, and began mobilizing the resources that Pepco already had on hand to handle heat-related outages.

The Derecho struck Pepco’s service area at 10:15 p.m., causing approximately 483,639 outages at the peak of the event, including 410,679 Maryland customers. In total, Pepco restored over 800,000 sustained service interruptions in Maryland. Over the next 24 hours, Pepco participated in ten mutual assistance calls, consistently requesting 1,000 FTEs. However, the sheer magnitude of outages already caused by the Derecho in territories west of Pepco’s, combined with the heat wave and ongoing restoration efforts from other preceding storms, had already taxed available mutual assistance resources, and only 220 FTEs were initially acquired. By 5:00 p.m. Saturday, June 30, mutual assistance discussions had shifted to locating Canadian mutual assistance resources as well as resources far to the south and west of the Mid-Atlantic region.

### **Emergency Response**

*Incident Management Team, Incident Support Team, Crisis Management Team, Emergency Command Center (“ECC”), and Crisis Information Center Activation*

Pepco’s IMT is assembled to manage emergency situations by:

- Coordinating restoration operations and all crew assignments,
- Coordinating with external emergency management agencies, and
- Supporting damage assessment and customer communications.

Pepco's IMT held its first conference call at 8:30 p.m. on Friday night, June 29. After the IMT's 8:30 p.m. conference call, Pepco activated its ECC as well. In addition, the CIC was activated at 8:30 p.m. The role of the CIC in major storms is to ensure that customers and community leaders have access to timely, accurate and consistent information to help ease the inconvenience and disruption caused by a widespread extended power outage.

#### *Timeline of IMT, ECC, IST, CMT, and CIC Activities*

Pepco's IMT, ECC, IST, CMT, and CIC were all activated in response to the storm. A timeline of their activities is included below.

June 25, 2012 - 6:05 p.m. - Due to the predicted extreme heat combined with the forecast of possible thunderstorms for the upcoming period of June 29 through July 8, 2012, the Pepco IMT and CIC requested team leads to determine availability of IMT team members, field restoration resources, logistics staffing and all supporting second role employees for the 10 day period.

June 28, 2012 - 8:00 a.m. - In anticipation of heat and possible thunderstorm related outages during the upcoming weekend, Pepco Operations held a conference call and subsequently established additional staffing for both field resources (internal and contractor) and the Call Center for the period of Friday afternoon (June 29) through Monday morning (July 2).

#### June 29, 2012

- Pepco System Operations and PHI Emergency Preparedness teams monitored Pepco system conditions and weather conditions throughout the day. Temperatures rose to 104 degrees.
- 5:11 p.m. - Pepco IMT members began receiving more frequent weather updates and alerts related to a "very strong cluster of storms" that was quickly spreading toward eastern Ohio and which was moving east-southeast at nearly 60 mph.
- 7:00-7:30 p.m. - Unofficial reports received of extensive storm damage and customer outages being sustained by Ohio utilities to the west.
- 7:30 p.m. - Manager of Pepco System Operations and Pepco IMT Lead discussed system conditions and most recent thunderstorm storm alert update, and decided that the IMT should be activated.
- 7:45 p.m. - The Pepco IMT issued a meeting invitation and scheduled a conference call for 8:30 p.m.
- 8:30 p.m. - The Pepco IMT convened its first meeting. At this time, the Pepco IMT and CIC were officially activated for response to the predicted severe thunderstorm event.
- Approximately 11:00 p.m. - As soon as storm activity diminished and it was safe to begin work, field damage assessment and restoration activities began using both normal staffing and additional crews that were available as a result of advance planning.
- Approximately midnight - Pepco's ECC opened and staffing began.

#### June 30, 2012

- 6:00 a.m. - Pepco IMT and CIC were fully staffed at the ECC on a 24/7 basis. Advance heat and weekend thunderstorm planning allowed Pepco to mobilize approximately 450 field resources (line, tree, and damage assessment personnel) the morning of June 30. Staffing levels increased throughout the day and for next several days.
- 6:00 a.m. - Feeder-level damage assessment began.
- 8:00 a.m. - PHI IST was fully activated in support of all PHI companies: Pepco, Atlantic City Electric ("ACE"), and Delmarva Power & Light Company ("Delmarva Power" or "Delmarva").
- 10:00 a.m. - PHI IST held its first meeting.
- 10:15 a.m. - PHI CMT held its first conference call.

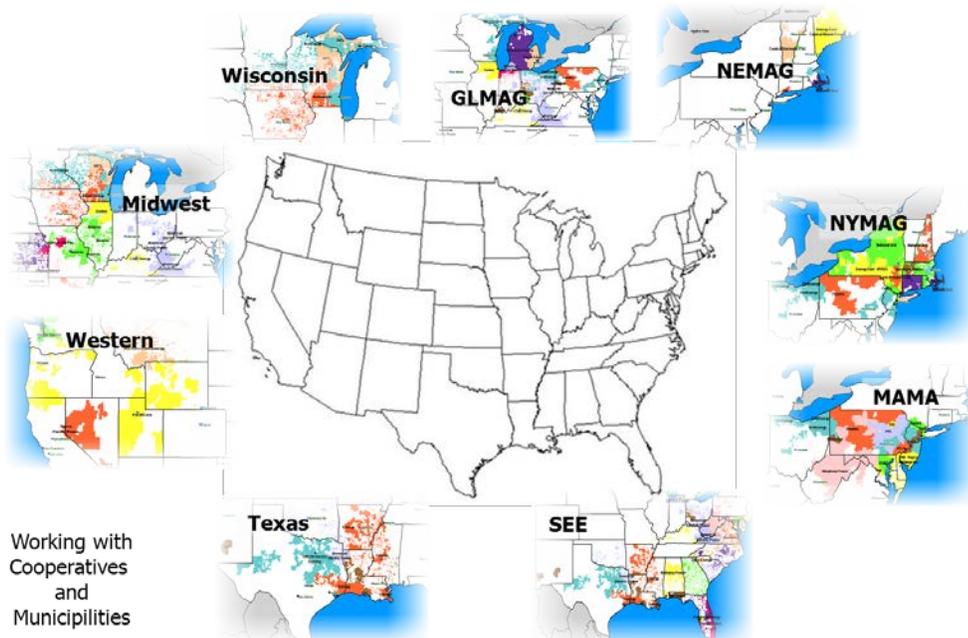
## Resource Planning and Logistics

### *Contractors and Mutual Assistance*

Mutual assistance refers to the sharing of tree and line crew resources among utilities during an emergency, and is secured through two methods. First is the direct communication with contract organizations to secure additional resources from other work sites outside of the Pepco territory, including resources from PHI subsidiaries ACE and Delmarva. Company personnel continued to call all known contractors to acquire additional resources throughout the event. Second are formal Mutual Assistance coordination structures known as Regional Mutual Assistance Groups (“RMAGs”).

Pepco is a member of several mutual assistance associations including the Southeastern Electric Exchange (“SEE”), Maryland Utilities Group for Mutual Assistance (“MUGMA”), and the Mid-Atlantic Mutual Assistance group (“MAMA”). In addition to membership in SEE and MAMA, PHI works with Cooperatives and Municipalities to develop the same level of resource sharing as in the RMAGs. Below are a listing and a map of U.S. RMAGs.

Great Lakes Mutual Assistance Group (GLMA)  
Mid-Atlantic Mutual Assistance Group (MAMA)  
Midwest Mutual Assistance Group (MMA)  
Northeast Mutual Assistance Group (NEMAG)  
New York Mutual Assistance Group (NYMAG)  
Southeastern Electric Exchange Mutual Assistance Committee  
Texas Mutual Assistance Group (TXMA)  
Western Energy Institute  
Wisconsin Utilities Association (WUA)



Regional Mutual Assistance Groups (RMAG) have developed over years to not only address major events (e.g. September 11, 2001; Hurricanes Katrina, Ike, Isabel, Irene; and ice and snow storms) but also those smaller storms that affect smaller geographic areas. Any RMAG member can initiate a call for mutual assistance. The utility will email the members requesting a call, establishing a time and then the call is held. During the calls, discussion topics include personnel to restore service, weather information, other potential risks, and notation of other RMAG calls being held.

The mutual assistance RMAG process includes but is not limited to the following:

- Obtaining Qualified Distribution and Transmission line personnel
- Locating and supplying equipment and material designed for specific conditions
- Assuring a Rapid and expected response
- Ability for a scalable response depending on request
- Material
- Damage Assessment process and resources
- Tree Trimming/Vegetation Management
- Additional Support Roles (i.e. Stores, Call Center Representatives, Media, Security, Claims)
- Logistics (food, housing, fuel, staging sites, etc.)
- Regional Exercises
- Subject matter expertise

Mutual assistance crew distribution protocols ensure a fair allocation of resources and a minimal effect on any regional area that is sending resources in case an unexpected event occurs. No one utility is allowed to dominate a call and secure an inordinate amount of resources.

Mutual assistance coordination and conference calls began with an SEE conference call at 9:00 p.m. on the evening of June 29. This call was initiated by Midwestern utilities that were already experiencing Derecho-related outages. PHI notified other utilities that it would be seeking mutual assistance the following morning if its service territory was impacted by the Derecho. Because many utilities on the call had not yet been impacted by the Derecho, but were potentially in its path, including Pepco, they could not commit any crews to other utilities until the storm concluded and the impact of the storm on their systems was known.

A second SEE call was held at 8:00 a.m. on June 30, at which time PHI requested 1,000 FTEs. PHI and Baltimore Gas and Electric Company (“BGE”) jointly requested a MAMA call, the first of which was conducted at 9:00 a.m. on June 30. PHI also requested 1,000 FTEs on this call. Since few resources were available locally, MAMA companies requested that NYMAG and NEMAG conduct a conference call to poll for additional resources. This NYMAG/NEMAG call was conducted at 10:00 a.m. on June 30. PHI requested 1,000 FTEs on this call as well. Company personnel continued to contact contractors to acquire additional resources during the morning of June 30 and throughout the event.

A total of 1,274 Line personnel were located to reinforce Pepco crews, including 21 from PHI subsidiary Delmarva Power & Light Company (“Delmarva Power”). The combined internal Pepco resources and external mutual assistance and sustaining contractor resources were deployed as follows:

- Restoration work was done by Pepco’s crews, the Company’s contractors and crews from other utilities — including Delmarva Power, as well as Florida Power and Light, Progress Energy Florida, Georgia Power and United Illuminating.
- On Saturday, June 30 in the morning, Pepco had about 58 damage assessors, 335 line personnel working to restore power, 220 tree personnel, another approximately 115 field support personnel, and many other support personnel performing such functions as emergency management, senior leadership, government liaison, customer advocacy, communications, and environmental support.
- By Saturday, June 30 in the evening, Pepco had about 62 damage assessors, 339 line personnel working to restore power, 229 tree personnel, another approximately 265 field support personnel, and many other support personnel performing such functions as emergency management, senior leadership, government liaison, customer advocacy, communications, and environmental support.
- By Sunday July 1, the Company had about 85 damage assessors, 1,055 line personnel working to restore power, 438 tree personnel, another approximately 360 field support personnel, and many other support personnel performing such functions as emergency management, senior leadership, government liaison, customer advocacy, communications, and environmental support.

- By Monday July 2, Pepco had about 170 damage assessors, 1,300 line personnel working to restore power, 451 tree personnel, another approximately 543 field support personnel, and many other support personnel performing such functions as emergency management, senior leadership, government liaison, customer advocacy, communications, and environmental support.
- By Tuesday July 3, Pepco had about 172 damage assessors, 1,411 line personnel working to restore power, 451 tree personnel, another approximately 551 field support personnel, and many other support personnel performing such functions as emergency management, senior leadership, government liaison, customer advocacy, communications, and environmental support.

### *Logistics*

The June 29 storm required an extensive logistics effort. It was necessary to ensure crews had adequate materials and resources and that coordination was executed timely and effectively. The Logistics team activated its emergency plan and the staging area plans. In addition to preparing the service centers, Pepco's Logistics team took steps to establish two staging areas for crews and materials. These staging areas were located at the Montgomery County Fairgrounds in Gaithersburg, Maryland and at Capital Plaza in Hyattsville, Maryland, both in close proximity to the storm's significant areas of damage. Although Pepco has service centers nearby, this approach allowed the hundreds of crews, trucks, and vast amounts of materials to be organized and dispatched at a location large enough to accommodate them. The possibility that staging areas would be required was discussed during the first IMT call held at 8:30 p.m. on Friday, and Logistics was advised. The decision was made to activate the staging areas around 6:00 a.m. on Saturday, and the sites became fully functional in less than eight hours, in advance of the arrival of the first mutual assistance crews. The staging areas included command trailers, prepared storm materials, light towers, portable toilets, fueling, security, and food, drink and ice for the restoration workers.

The staging areas were heavily used during the restoration, especially for mutual assistance and contractor crews. The logistics team provided around-the-clock coverage at all service centers for the duration of restoration activities for stores, fleet, and security. In addition, the Logistics team coordinated all requirements for facilities, vehicle resources, security, restoration materials and staging area logistics such as hotels, meals, site transportation, and waste management, among others.



### **Impact of AMI**

In Pepco's Maryland service territory, 2,256 events were removed from the queue by positive ping of AMI meters. Across the Pepco system, a total of 3,352 events were removed from the restoration queue by positive ping of AMI meters. This application of the AMI network materially reduced the number of truck rolls.

## Damage Assessment and Restoration Process



### *Damage Assessment*

Pepco's damage assessment and restoration process began as soon as storm conditions allowed for personnel to proceed safely with gathering information and determining the extent of the damage. Damage assessment teams were deployed to assess damage associated with outages already reported and also to gather information and report damage not yet associated with an outage. During this Derecho restoration event, Pepco brought in 121 contract personnel to work alongside the 68 internal Pepco personnel in conducting damage assessment on the Pepco system. The damage assessment showed significant infrastructure damage throughout the Pepco system, largely due to trees and lightning strikes.

### *Restoration Process*

Pepco follows the process outlined below in restoring an outage.

- Patrol crews identify problems/outage causes (isolating them if possible to allow any partial restoration).
- Damage Assessment crews dispatched.
- Tree Trimming crews dispatched (as necessary) to clear major impediments.
- Construction crews dispatched to repair/replace as required.

Although some outages did not require all of the following steps, many outages -- particularly those involving downed trees and limbs -- required several different types of crews to visit the outage location before service could be restored. Because of these necessary steps in the restoration process, in many instances, customers may have seen a Pepco or mutual assistance crew come and either assess damage or perform part of the restoration process, but leave the area before service was restored.

### *Restoration Priorities*

Restoration priorities, which are developed in coordination with the Maryland Emergency Management Agency, the Montgomery County Office of Emergency Management and Homeland Security, and the Prince George's County Office of Emergency Management, include facilities such as hospitals, nursing homes, fire and police stations, 911 facilities, and critical water supply facilities.

The restoration priorities are as follows:

- Immediate life-threatening situations (live primary wires down);
- Transmission lines (prioritized);
- Substations (prioritized);
- Three-phase distribution trunk lines (prioritized);
- Public health and safety (hospitals, EOCs, 911 centers, critical water supply, etc.);
- Three-phase tap lines;
- Single-phase tap lines;
- Distribution transformers;
- Individual premise services; and
- Privately-owned facilities.

Within the standard restoration priority guidelines, customers are weighted based on criticality of their need. Restoration priorities are assigned a “weighted customer count,” and outages are ranked by this weighted count. Restoration assignments are then prioritized based on the total weighting for all customers on each outage event. As feeders are restored, the outages will continue to be evaluated by this weighted count throughout the remainder of the event. The Company notes that while customers enrolled in the Emergency Medical Equipment Notification Program are allotted a higher weight than other residential customers, these customers (of which there are about 1,500 in the Pepco system) are located across the entire system. During major system events, nearly every circuit will have a priority customer.

#### *Downed Wires or Life-Threatening Situations*

First among Pepco’s restoration priorities is responding to situations considered to be potentially life-threatening, such as assisting emergency services (e.g. fire and police) and responding to wires down. Following a storm, downed electrical wires, which may be live, are one of the most common safety concerns. During major outage events, when large numbers of downed wire or assist fire/police orders occur within a short time frame, the process used to assess, dispatch and resolve wire down complaints requires both overhead line crews as well as employees performing second roles. Pepco works closely with emergency services and department of transportation personnel to make safe any such hazards as quickly and safely as possible.

#### *Public Health and Safety Facilities*

Pepco worked closely with local EMAs to prioritize restoration to public health and safety facilities, beginning with the most urgent. Special attention was focused on the 147 critical care facilities such as nursing homes and assisted living centers that lost power in the Pepco service territory following the June 29 storm.

For example, one nursing home in Bethesda, Maryland, had multiple poles down and required about 50 crew members (including vegetation management and trouble crews), 26 bucket trucks and at least five diggers to restore service to just this one facility. At another location in Bethesda where two major power lines had been damaged, 30 crew members and 20 bucket trucks worked to restore service to three nursing homes.

Another top priority was restoring the Washington Suburban Sanitary Commission Potomac Pumping Filtration Center necessary for clean drinking water and sewage. Approximately 100 crew members worked to repair a major power line that supplies power to the plant. An additional 50 crew members worked 36 hours non-stop to repair the Wheaton auxiliary station that pumps water throughout Montgomery County and the Sandy Landing Pumping station that serves Rockville. At this location, there were many trees and poles down in a densely wooded area with no easy access. Before repair work could begin, downed trees and debris had to be cleared away.

In its Maryland service territory alone, Pepco worked to restore service as safely and quickly as possible to six hospitals, 106 eldercare facilities, the National Institutes of Health, and 16 schools.

Pepco also partnered with the District of Columbia, Montgomery County and Prince George's County Public Works and Transportation agencies to clear intersections and make them safe. About 20 crew members and 10 bucket trucks worked to get this done.

### *Restoration of Substations*

The restoration of supply lines to substations was critical during this event. In parallel, critical facilities along with the largest groups of customers were restored (e.g., one "truck roll" could restore an entire "locked out" distribution feeder of over 1,000 customers). Since significant portions of Pepco's distribution facilities provide service to customers in two or more of the three political subdivisions served by Pepco, the most efficient way to restore power is to treat the entire service territory as one system.

Substations are a critical part of the overall PHI electrical system. Substations are the link between transmission and subtransmission supply lines and the distribution feeders that ultimately serve Pepco customers. Supply lines connect large blocks of customers in the area served by the substation. Restoration of substation supply lines is a first priority in parallel with addressing public safety issues, and will bring power back to a large number of customers if the entire substation is out.

During the Derecho, 27 distribution substations in Pepco's service territory experienced a sustained outage due to damage to 45 substation supply lines. The substations themselves were not damaged to the point of causing outages. Restoring service to these critical supply lines required a significant number of resources, particularly during the beginning of the restoration event. Through July 1, approximately 80% of the external resources on the Pepco system were dedicated to restoring service to these substation supply lines. Restoration of these lines was necessary before damage in neighborhoods could be addressed.

### *Post-Storm Inspections*

Beginning on Thursday, July 5, post-storm feeder patrols and inspections were conducted by damage assessor contract personnel. Pepco identified 309 feeders that had sustained significant damage for post-storm inspections.

These post-storm patrols were conducted by three different contractor firms, UC Synergetics, Utilimap, and TRC. UC Synergetics provides contract damage assessors used during the damage assessment phase of restoration. The assessors found 316 follow-up items, of which 21 were forwarded to either System Operations or the respective Service Center for immediate repairs. 211 feeders had no obvious signs of damage during the patrol. Sixty-eight locations were identified for review by vegetation management planners.

### *Emergency Management Agency ("EMA") Outreach*

As of Friday, June 29, 2012, at 10:00 p.m., communication with the State and local EMAs began and continued until Monday, July 8, at 6:00 p.m. During that time the Company was in regular communication with EMAs, including:

- Communicating outage numbers by email every two to four hours, in addition to fielding hourly calls addressing the same information;
- Providing critical customer outage status updates, estimated times of restoration ("ETRs"), and damage reports, as well as reviewing and coordinating EMA-prioritized lists;

- Providing crew numbers, system conditions (e.g., feeder lock outs and wires down), and general work locations to EMA directors;
- Providing 24-hour Pepco Liaison support in all local EMA's as well as at Maryland Emergency Management Agency ("MEMA");
- Coordinating wires down response, with Department of Transportation crews to address downed wires and trees that were blocking roadways;
- Participating in EMA and MEMA conference calls from Saturday, June 30, through Saturday, July 7, 2012;
- Providing a direct line of communication between Pepco Emergency Managers and EMA Director, thereby insuring immediate feedback on any critical issues;
- Coordinating efforts with Pepco System Operations in response to EMA's requests for prioritized restoration of critical customers (i.e., hospitals, Washington Suburban Sanitary Commission (WSSC) facilities, nursing homes/assisted living, and schools);<sup>13</sup> and
- Continuing follow up communications with EMAs & MEMA to ensure all critical facilities had been restored and no new facilities had been added.

#### *Customer Advocate and Community Outreach*

Pepco's Customer Advocate and her staff were actively engaged working with residential and commercial customers from Friday, June 29 to Sunday, July 8. The Customer Advocate provided team members to the Pepco CIC and IMT, and she actively participated on IST calls and with Media Relations.

All Pepco Escalated Complaint representatives, supervisors and managers were activated to answer incoming outage calls from customers, provide ETRs, handle escalated calls and provide outage status updates, and report downed wires.

The Customer Advocate and her staff visited neighborhoods and individual customers in the week following the storm. In many instances, the Customer Advocate and her team worked one-on-one with residential customers, commercial establishments, small businesses, and property managers at senior citizen apartment complexes to provide information on ETRs and schedule subsequent key account meetings.

The Customer Advocate and her staff monitored incoming calls at various times during the storm at the Forestville and Rockville Call Centers. She worked closely with the Customer Operations managers to monitor service quality at Pepco's Call Centers, and she reviewed incoming calls handled by mutual assistance call centers and auxiliary call center representatives to ensure a high level of customer service.

The Customer Advocate participated in eight conference calls with federal, state, county and local elected officials, and with the Maryland Public Service Commission and the Office of the People's Counsel.

She directly engaged and communicated with PHI's Executive Leadership Team, the Crisis Information Strategy Team, the Director of Emergency Preparedness, and the head of the Power Delivery business every day during the event.

The Customer Advocate met with community and civic stakeholders and participated in interviews with the local media.

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<sup>13</sup> For instance, the EMA may consider number of patients, availability of a nearby alternative location where patients could be moved, and the status of a hospital's generators in determining the weighting priority for one hospital's restoration over another's.

## Service Interruption Standard

In this event, Pepco complied with the applicable service interruption standard recently adopted by the Commission. Pursuant to COMAR 20.50.12.06D, a utility is required to “restore service as quickly and safely as permitted to its customers experiencing sustained interruptions during each major outage event in which the total number of sustained interruptions is greater than 400,000 customers or 40% of the utility’s total number of customers, whichever is less.”

Adherence to the “quickly and safely as permitted” standard should be decided on a case by case basis, and determined based on the unique facts and circumstances of each major event.

The Derecho caused more damage to Pepco’s system than any other weather event since Hurricane Isabel in 2003. During the restoration event, Pepco’s 534,601 Maryland customers experienced a total of 786,766 sustained interruptions due to the Derecho in Maryland.<sup>14</sup>

Unlike hurricanes that are tracked for days in advance, the Company had little advanced warning to pre-position assets prior to the storm. As Governor O’Malley correctly stated, Maryland “took a hurricane punch without the three to four days of hurricane warning.”<sup>15</sup> Because of the damage and outages the storm caused to the west, north, and south of Pepco’s service territory, mutual assistance aid from our traditional partners was not readily available. Nonetheless, with the advance planning undertaken to prepare for heat-related outages and to ensure sufficient staffing for possible weekend thunderstorms and the July 4<sup>th</sup> holiday, and with the increased complement of linemen on site performing reliability enhancement plan work, Pepco’s adherence to its storm restoration plan allowed the Company to marshal considerable amounts of resources as “quickly as permitted” given the facts and circumstances of this storm.

As demonstrated in this Report, Pepco restored power as quickly as possible, particularly given the sheer number of outages. Because of the extensive damage and obstruction caused by fallen trees and limbs, Pepco sustained significant damage to the distribution system serving small pockets of customers in localized areas, which required significant resources to restore service. Additionally, tree-related outages continued to accumulate well after the storm left the area due to damaged trees and limbs that continued to fall although, as noted elsewhere in this Report, Pepco did implement in this event a vegetation management inspection and clearance program towards the end of the restoration process. This inspection program identified additional tree damage, that if it had not been identified, would cause additional system damage and customer outages. As a result, this inspection helped to minimize late-event outages. Despite the circumstances, Pepco restored more than 310,000 outages system-wide within the first 24 hours of the restoration event, more than 525,000 outages within the first 48 hours, and over 700,000 outages in the first 72 hours after the Derecho struck. More than 82.5% of the outages in Maryland were restored within 50 hours (measured from the beginning of each outage). Ninety-nine percent of the total customer outages were restored by Friday, July 6.

Pepco also complied with the requirement to restore service as safely as possible. The Derecho produced dangerous conditions, including thousands of downed wires and hazardous trees and tree limbs. Crews worked long shifts in extreme heat. As stated in the Company’s storm restoration plan, safety of its customers, employees, contractors and mutual assistance crews is a top priority. This is reflected in the fact that downed wires and other situations that threaten the safety of the public are a top priority during any storm event. Moreover, before every restoration job, a safety briefing is held for each crew. All mutual assistance crews receive a full briefing on safe work practices and Pepco

<sup>14</sup> An individual customer may have experienced multiple sustained interruptions during the event, which explains why there were more sustained interruptions during this event than the total number of customers served by Pepco in Maryland.

<sup>15</sup> <http://www.washingtontimes.com/news/2012/jul/1/electrical-power-may-not-be-restored-week/print/>.

operating procedures before starting work. In addition, Pepco employees are assigned to work with all mutual assistance crews to ensure that those crews are aware of and follow all of the Pepco safety procedures.

This focus on safety paid off. During this event, there were no injuries or deaths in the Pepco Maryland service territory that triggered any of the Commission's reporting requirements. There was only one Occupational Safety and Health Administration ("OSHA") recordable injury to a member of Pepco's internal workforce. Safety is a top Pepco priority.

## Storm Event

### 20.50.07.07 Major Outage Event Reporting.

20.50.12.13 A. *Written Reports. Each utility shall file a written report with the Commission within 3 weeks of the end of a major outage event.*

20.50.12.13 B. *Contents. The written report shall contain:*

1. Customers served by Pepco

20.50.12.13 B. (1) *The total number of Maryland customers served by the utility;*

Pepco serves 534,601 customers in Maryland.

2. Event

20.50.12.13 B. (2) *The date and time when the major outage event started;*

The storm was declared on the system on June 29, 2012 at 10:15 p.m. and was declared off the system at 11:00 p.m. that evening.

3. Major Storm Restoration

20.50.12.13 B. (3) *The date and time when all sustained interruptions in Maryland related to the major outage event were restored;*

On July 8, 2012 at 4:30 a.m., electric service was restored to the last customer who experienced storm-related sustained interruption.

4. Number of Customers Affected

20.50.12.13 B. (4) *The total number of Maryland customers who experienced a sustained interruption of service related to the major outage event;*

Total Sustained Interruptions

786,766 total Pepco Maryland customer outages occurred as a result of the June 29 Derecho. Because there were outages on the Pepco system before the storm was officially declared on the system, Pepco restored a total of 800,979 outages in Maryland during the major outage event restoration.

Total Interruption Hours

20.50.12.13 B. (5) *The total number of customer interruption hours experienced by customers reported under §B(4) of this regulation;*

Customer Interruption Hours - Pepco System	24,145,408
Customer Interruption Hours - State of Maryland	20,465,930
Customer Interruption Hours - Montgomery County	14,592,992

Customer Interruption Hours - Prince George's County 5,872,938

5. Average Duration of Interruption

*20.50.12.13 B. (6) The average duration of customer service interruption, expressed in hours, and calculated by dividing the total number of customer interruption hours reported in §B(5) of this regulation by the total number of Maryland customers who experienced an interruption reported in §B(4) of this regulation;*

The average duration of a customer service interruption during the major outage event was 26.01 hours.

6. Maximum number of customers who experienced an interruption

*20.50.12.13 B. (7) The maximum number of Maryland customers who concurrently experienced a sustained interruption related to the major outage event and the date and time this occurred;*

Peak System-wide

The total number of Pepco's Maryland and District of Columbia customers experiencing outages, at peak, was 483,639 at midnight on June 29, 2012.

Peak State of Maryland

The total number of Pepco's Maryland customers experiencing outages, at peak, was 410,679 (76.8% of Pepco's Maryland customers) at 10:00 p.m. on June 29, 2012.<sup>16</sup>

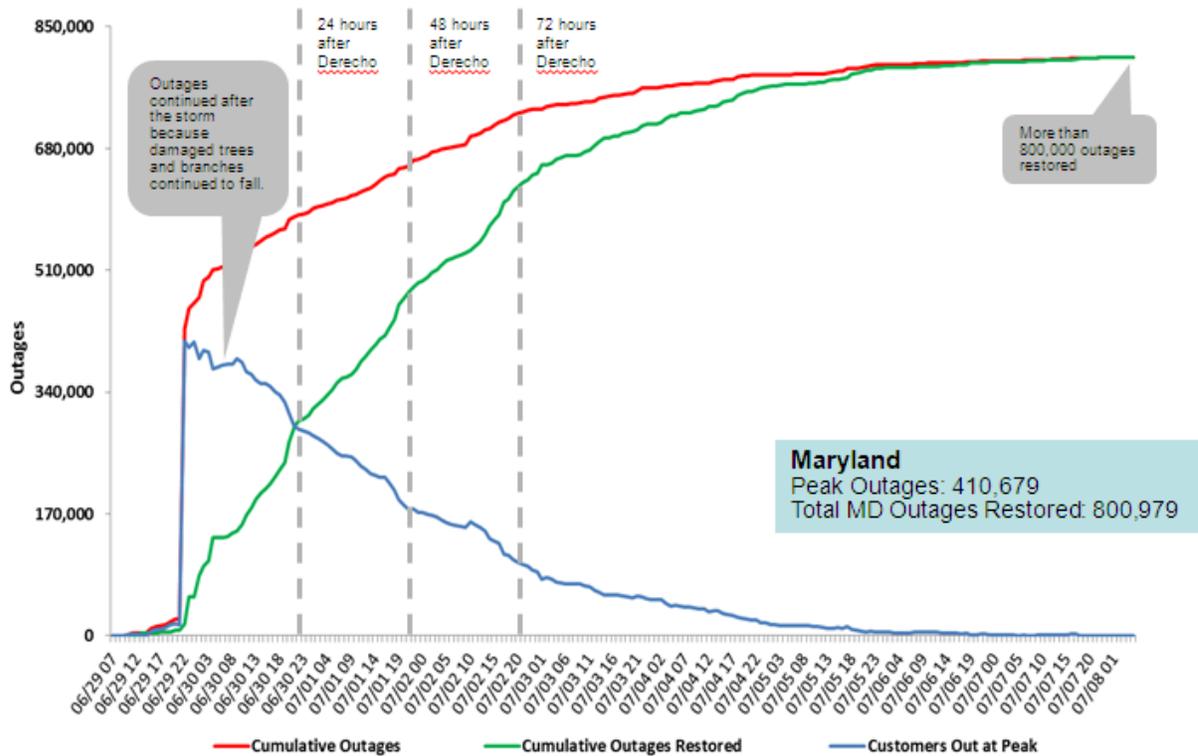
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<sup>16</sup> Outage value represents the number of outstanding outages at the end of the specified hour. Hour listed by beginning date and time.

7. Sustained Interruptions

20.50.12.13 B. (8) The number of Maryland customers who experienced a sustained interruption recorded at a maximum of 6-hour intervals throughout the major outage event;

**Outages and Restoration – Pepco’s Maryland Service Territory**



The graph above shows the numbers of customers out of service throughout the storm and restoration period, as well as the number of cumulative outages and cumulative outages restored throughout the event. As illustrated in the graph, the number of outages continued to grow for many hours after the Derecho hit the Pepco system because damaged and weakened trees and branches continued to fall. The graph also shows that Pepco was restoring service to customers, even as the cumulative number of outages continued to climb.

As previously noted, many crews initially focused on restoring the backbone of the Pepco system, including the supply lines to substations. Through July 1, approximately 80% of external resources were dedicated to restore these supply lines.

**Number of Customers Experiencing a Sustained Interruption<sup>17</sup> at Hourly Intervals During the Storm**

Date: 06/29/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
06/29/2012 16	13,233	9,131	6,679	2,452
06/29/2012 17	13,541	9,437	6,903	2,534
06/29/2012 18	16,808	10,828	6,905	3,923
06/29/2012 19	21,528	15,071	11,182	3,889
06/29/2012 20	24,277	16,108	12,911	3,197
06/29/2012 21	29,290	15,691	12,687	3,004
06/29/2012 22 *	471,705	410,679	248,604	162,075
06/29/2012 23	475,180	401,883	244,020	157,863

\* Peak of Storm in Maryland

Note: Outage numbers may include heat and other non-storm related outages.

<sup>17</sup> Values represent the number of outstanding outages at the end of the specified hour. Hours are listed by their beginning date and time.

Date: 06/30/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
06/30/2012 00 **	483,639	410,228	252,018	158,210
06/30/2012 01	460,568	387,124	249,767	137,357
06/30/2012 02	470,783	397,885	255,939	141,946
06/30/2012 03	468,955	395,849	258,215	137,634
06/30/2012 04	445,975	372,869	235,185	137,684
06/30/2012 05	448,413	375,072	237,345	137,727
06/30/2012 06	451,076	377,344	239,571	137,773
06/30/2012 07	454,635	378,836	242,000	136,836
06/30/2012 08	454,503	378,634	241,715	136,919
06/30/2012 09	461,399	386,485	243,055	143,430
06/30/2012 10	453,860	381,617	241,530	140,087
06/30/2012 11	441,532	368,856	237,494	131,362
06/30/2012 12	440,923	365,208	235,766	129,442
06/30/2012 13	431,804	356,430	233,370	123,060
06/30/2012 14	426,880	351,904	228,961	122,943
06/30/2012 15	426,854	351,154	227,277	123,877
06/30/2012 16	423,455	347,559	225,333	122,226
06/30/2012 17	411,264	339,887	224,448	115,439
06/30/2012 18	405,077	335,820	218,459	117,361
06/30/2012 19	388,504	326,056	211,265	114,791
06/30/2012 20	369,264	309,704	201,787	107,917
06/30/2012 21	351,924	292,560	195,125	97,435
06/30/2012 22	346,854	287,790	190,334	97,456
06/30/2012 23	343,720	285,831	188,443	97,388

\*\* Peak of Storm in Pepco System

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/01/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/01/2012 00	341,293	283,078	186,595	96,483
07/01/2012 01	337,023	279,659	184,634	95,025
07/01/2012 02	332,726	275,377	186,892	88,485
07/01/2012 03	329,409	272,059	183,645	88,414
07/01/2012 04	323,750	266,403	179,874	86,529
07/01/2012 05	318,471	261,317	176,444	84,873
07/01/2012 06	310,792	254,086	172,407	81,679
07/01/2012 07	304,423	250,348	170,793	79,555
07/01/2012 08	303,314	250,492	172,006	78,486
07/01/2012 09	302,200	249,279	172,910	76,369
07/01/2012 10	294,041	243,703	170,193	73,510
07/01/2012 11	285,147	236,007	166,719	69,288
07/01/2012 12	283,875	232,269	166,783	65,486
07/01/2012 13	278,896	226,694	166,025	60,669
07/01/2012 14	275,104	223,298	164,385	58,913
07/01/2012 15	271,039	220,491	162,433	58,058
07/01/2012 16	269,357	220,875	163,247	57,628
07/01/2012 17	261,394	213,497	158,365	55,132
07/01/2012 18	249,250	202,550	152,840	49,710
07/01/2012 19	236,309	190,542	144,736	45,806
07/01/2012 20	227,815	182,466	140,281	42,185
07/01/2012 21	219,358	176,338	138,188	38,150
07/01/2012 22	217,784	177,026	139,205	37,821
07/01/2012 23	212,065	171,413	134,279	37,134

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/02/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/02/2012 00	211,278	171,343	135,502	35,841
07/02/2012 01	208,597	169,295	133,650	35,645
07/02/2012 02	207,331	168,004	132,948	35,056
07/02/2012 03	204,262	164,937	131,715	33,222
07/02/2012 04	200,147	161,618	129,883	31,735
07/02/2012 05	195,896	157,331	126,309	31,022
07/02/2012 06	194,166	155,432	124,929	30,503
07/02/2012 07	192,689	153,877	124,769	29,108
07/02/2012 08	191,412	152,452	123,290	29,162
07/02/2012 09	186,372	151,357	123,684	27,673
07/02/2012 10	194,288	159,257	121,162	38,095
07/02/2012 11	189,658	154,546	117,806	36,740
07/02/2012 12	186,858	151,744	116,927	34,817
07/02/2012 13	181,642	146,204	111,465	34,739
07/02/2012 14	171,435	135,842	102,345	33,497
07/02/2012 15	168,971	131,580	98,223	33,357
07/02/2012 16	165,639	129,124	96,253	32,871
07/02/2012 17	148,056	113,660	90,932	22,728
07/02/2012 18	145,530	111,900	89,211	22,689
07/02/2012 19	137,186	106,387	84,121	22,266
07/02/2012 20	131,320	101,574	78,908	22,666
07/02/2012 21	124,825	99,382	77,356	22,026
07/02/2012 22	119,913	96,313	74,547	21,766
07/02/2012 23	109,635	91,277	71,018	20,259

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/03/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/03/2012 00	107,374	89,014	68,640	20,374
07/03/2012 01	96,565	78,567	59,838	18,729
07/03/2012 02	99,040	81,233	63,404	17,829
07/03/2012 03	94,958	79,202	62,520	16,682
07/03/2012 04	90,420	75,341	59,799	15,542
07/03/2012 05	87,877	73,799	58,083	15,716
07/03/2012 06	85,951	72,048	57,045	15,003
07/03/2012 07	86,367	72,492	57,472	15,020
07/03/2012 08	85,037	72,380	57,604	14,776
07/03/2012 09	84,073	72,513	57,887	14,626
07/03/2012 10	81,389	70,034	56,618	13,416
07/03/2012 11	79,353	68,079	55,235	12,844
07/03/2012 12	73,388	63,155	53,109	10,046
07/03/2012 13	69,614	60,471	52,705	7,766
07/03/2012 14	65,667	56,878	49,518	7,360
07/03/2012 15	65,931	57,244	50,030	7,214
07/03/2012 16	65,828	57,226	50,361	6,865
07/03/2012 17	65,304	56,740	50,014	6,726
07/03/2012 18	63,005	55,292	49,085	6,207
07/03/2012 19	62,025	54,390	48,576	5,814
07/03/2012 20	60,235	52,619	48,083	4,536
07/03/2012 21	61,817	55,150	50,604	4,546
07/03/2012 22	60,432	53,629	48,886	4,743
07/03/2012 23	57,836	51,030	46,303	4,727

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/04/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/04/2012 00	57,490	50,686	46,244	4,442
07/04/2012 01	56,475	50,364	45,884	4,480
07/04/2012 02	56,200	50,220	45,849	4,371
07/04/2012 03	49,521	44,806	40,848	3,958
07/04/2012 04	45,538	41,803	37,805	3,998
07/04/2012 05	46,402	42,722	38,726	3,996
07/04/2012 06	44,158	40,763	36,926	3,837
07/04/2012 07	42,811	40,206	36,373	3,833
07/04/2012 08	42,698	40,126	36,393	3,733
07/04/2012 09	41,342	38,843	35,850	2,993
07/04/2012 10	40,031	37,551	34,588	2,963
07/04/2012 11	39,188	36,768	34,290	2,478
07/04/2012 12	35,129	32,830	30,424	2,406
07/04/2012 13	36,083	34,270	30,194	4,076
07/04/2012 14	36,518	34,710	29,901	4,809
07/04/2012 15	32,472	31,126	29,574	1,552
07/04/2012 16	30,425	29,254	28,163	1,091
07/04/2012 17	29,217	28,080	27,034	1,046
07/04/2012 18	26,815	25,936	25,058	878
07/04/2012 19	25,200	24,472	23,589	883
07/04/2012 20	23,768	23,012	22,136	876
07/04/2012 21	23,091	22,333	21,444	889
07/04/2012 22	22,064	21,277	20,387	890
07/04/2012 23	19,239	18,451	17,560	891

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/05/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/05/2012 00	18,157	17,389	17,048	341
07/05/2012 01	16,477	15,737	15,398	339
07/05/2012 02	16,313	15,592	15,256	336
07/05/2012 03	15,289	14,583	14,249	334
07/05/2012 04	14,634	14,019	13,686	333
07/05/2012 05	14,445	13,846	13,531	315
07/05/2012 06	14,307	13,762	13,448	314
07/05/2012 07	14,218	13,678	13,362	316
07/05/2012 08	14,183	13,625	13,301	324
07/05/2012 09	13,986	13,454	13,132	322
07/05/2012 10	14,997	13,304	13,052	252
07/05/2012 11	13,849	12,122	11,912	210
07/05/2012 12	13,472	11,757	11,541	216
07/05/2012 13	12,361	10,720	10,506	214
07/05/2012 14	12,405	10,748	9,679	1,069
07/05/2012 15	14,012	11,359	10,284	1,075
07/05/2012 16	12,411	9,732	8,660	1,072
07/05/2012 17	15,446	12,641	11,583	1,058
07/05/2012 18	11,367	8,521	7,378	1,143
07/05/2012 19	10,313	7,433	6,126	1,307
07/05/2012 20	9,205	6,355	5,013	1,342
07/05/2012 21	8,270	5,446	4,734	712
07/05/2012 22	8,691	5,866	4,568	1,298
07/05/2012 23	7,785	5,029	4,470	559

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/06/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/06/2012 00	8,108	4,835	4,411	424
07/06/2012 01	5,872	4,619	4,220	399
07/06/2012 02	5,679	4,427	4,028	399
07/06/2012 03	4,755	4,201	3,803	398
07/06/2012 04	4,631	4,109	3,712	397
07/06/2012 05	4,596	4,048	3,652	396
07/06/2012 06	4,947	4,311	3,891	420
07/06/2012 07	5,051	4,413	3,904	509
07/06/2012 08	5,312	4,735	4,212	523
07/06/2012 09	5,102	4,611	4,140	471
07/06/2012 10	5,331	4,937	4,465	472
07/06/2012 11	4,959	4,654	4,224	430
07/06/2012 12	4,712	4,419	3,981	438
07/06/2012 13	4,271	3,979	3,756	223
07/06/2012 14	3,914	3,623	3,325	298
07/06/2012 15	3,886	3,336	3,043	293
07/06/2012 16	3,670	3,173	2,954	219
07/06/2012 17	4,575	2,824	2,534	290
07/06/2012 18	4,746	3,082	2,800	282
07/06/2012 19	3,351	1,570	1,487	83
07/06/2012 20	3,229	1,458	1,394	64
07/06/2012 21	3,661	1,931	1,849	82
07/06/2012 22	3,624	1,915	1,835	80
07/06/2012 23	2,589	941	880	61

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/07/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/07/2012 00	2,644	999	937	62
07/07/2012 01	1,319	975	920	55
07/07/2012 02	1,335	1,052	999	53
07/07/2012 03	786	506	455	51
07/07/2012 04	759	479	429	50
07/07/2012 05	607	461	420	41
07/07/2012 06	1,615	1,469	1,430	39
07/07/2012 07	1,242	450	409	41
07/07/2012 08	1,343	422	408	14
07/07/2012 09	980	668	652	16
07/07/2012 10	1,071	891	877	14
07/07/2012 11	1,085	800	788	12
07/07/2012 12	877	662	656	6
07/07/2012 13	820	677	632	45
07/07/2012 14	1,186	1,043	1,001	42
07/07/2012 15	664	618	576	42
07/07/2012 16	2,428	2,389	2,341	48
07/07/2012 17	2,432	2,317	2,300	17
07/07/2012 18	316	123	97	26
07/07/2012 19	591	132	85	47
07/07/2012 20	954	117	79	38
07/07/2012 21	627	97	92	5
07/07/2012 22	871	204	113	91
07/07/2012 23	711	119	114	5

Note: Outage numbers may include heat and other non-storm related outages.

Date: 07/08/2012

Date and Time	Pepco System	Maryland	Montgomery County	Prince George's County
07/08/2012 00	607	100	95	5
07/08/2012 01	528	80	76	4
07/08/2012 02	280	33	29	4
07/08/2012 03	277	31	29	2
07/08/2012 04	419	312	311	1
07/08/2012 05	391	310	309	1

Note: Outage numbers may include heat and other non-storm related outages.

## Outside Assistance Resources

### 8. Outside Assistance Requests

- 20.50.12.13 B. (9) Information about requests for outside assistance, including the:*
- (a) Name of the organization to which the request was made;*
  - (b) Date and time of the request; and*
  - (c) Resources requested;*

As demonstrated in the listing of RMAG conference calls below, PHI participated in 15 SEE calls, 11 MAMA calls, seven calls with other RMAGs, and one call with the other Maryland utilities. Once outages had been sustained on Pepco facilities, Pepco requested 1,000 FTEs for utility mutual assistance.

### RMAG Conference Calls

Date	Time	RMAG	Action	PHI Requests FTE
06/29/12	9:00 p.m.	SEE	Informational call	0
06/30/12	8:00 a.m.	SEE	Outages and resource needs	1000
06/30/12	9:00 a.m.	MAMA	Outages and resource needs	1000
06/30/12	10:00 a.m.	NYMAG/NEMAG	Outages and resource needs	1000
06/30/12	2:00 p.m.	SEE	Outages and resource needs	1000
06/30/12	2:30 p.m.	MMA/Wisconsin	Available resources	1000
06/30/12	3:00 p.m.	Hydro One (Canada)	Discuss resources with Hydro One	All Available
06/30/12	3:15 p.m.	Hydro Quebec (Canada)	Discuss resources with Hydro Quebec	All Available
06/30/12	5:00 p.m.	NYMAG/NEMAG	Outages and resource needs	1000
06/30/12	5:00 p.m.	Western Institute	Outages and resource needs	1000
06/30/12	5:00 p.m.	SEE	Discuss Canadian resources	1000
06/30/12	6:48 p.m.	Hydro One (Canada)	Discuss resources with Hydro One	All Available
06/30/12	7:00 p.m.	Western Institute	Discuss possible resources	1000
06/30/12	8:00 p.m.	SEE	Discuss Canadian resources allocation between AEP, Dominion, FE, BGE and PHI	1000
07/01/12	6:30 a.m.	SEE	Affected utilities discuss Canadian resources	1000
07/01/12	7:13 a.m.	MUGMA	Notification of event, check for available resources	All Available
07/01/12	7:30 a.m.	MAMA	Continued to accept additional resources	1000
07/01/12	8:00 a.m.	NYMAG/NEMAG	Discuss United Illuminating resources for PHI	1000
07/01/12	8:30 a.m.	Hydro One (Canada)	Discuss resource distribution	All Available
07/01/12	10:30 a.m.	Hydro Quebec (Canada), United Illuminating, BGE	Discuss Canadian resources and United Illuminating allocation between BGE and PHI	1000
07/01/12	10:44 a.m.	Hydro Quebec (Canada), United Illuminating, BGE	Discuss Canadian resources and United Illuminating allocation between BGE and PHI	1000
07/01/12	12:30 p.m.	United Illuminating	Confirm resources	N/A
07/01/12	1:50 p.m.	Hydro Quebec	Facilitate border crossing for Canadian resources	N/A
07/01/12	6:00 p.m.	MAMA	Check for and seek available resources	200
07/02/12	9:00 a.m.	SEE	Check for and seek available resources	50
07/02/12	6:00 p.m.	MAMA	Check for and seek available resources	All Available
07/03/12	8:30 a.m.	SEE	Check for and seek available resources	All Available
07/03/12	9:00 a.m.	SEE	Check for and seek available resources	All Available
07/03/12	6:00 p.m.	MAMA	Check for and seek available resources	All Available
07/04/12	9:00 a.m.	SEE	Check for and seek available resources	All Available
07/04/12	6:00 p.m.	MAMA	Check for and seek available resources	All Available
07/05/12	9:00 a.m.	SEE	Discuss restoration status	N/A
07/05/12	11:00 a.m.	NYMAG/NEMAG	Discuss restoration status	N/A
07/05/12	6:00 p.m.	MAMA	Discuss restoration status	N/A
07/06/12	9:00 a.m.	SEE	Discuss restoration status	N/A
07/06/12	6:00 p.m.	MAMA	Discuss restoration status	N/A
07/07/12	9:00 a.m.	SEE	Discuss restoration status	N/A
07/07/12	6:00 p.m.	MAMA	Discuss restoration status	N/A
07/08/12	7:30 a.m.	MAMA	Discuss restoration status	N/A
07/08/12	9:00 p.m.	SEE	Discuss restoration status	N/A
07/08/12	7:30 a.m.	MAMA	Discuss restoration status	N/A
07/08/12	9:00 a.m.	SEE	Discuss restoration status	N/A

9. Outside Assistance Resources

EXTERNAL RESOURCES – DEPLOYED PEPSCO SYSTEM-WIDE

20.50.12.13 B. (10) Information about outside assistance received, including the 20.50.12.13 B. (10)(a) Name of the organization providing crews and the nature of the assistance, i.e., mutual assistance, third-party contractor crew normally dedicated to the utility, additional third-party contractor crew, or other (explain in report);

Resources

9 a) Organization(s) Providing Crews

FIELD PERSONNEL

- Asplundh (tree removal, clearance)\*\*\*
- Asplundh – Connecticut\*\*\*
- Asplundh – South Carolina & Georgia\*\*\*
- AUI\*\*
- Chain Electric\*
- CW Wright\*\*
- Delmarva\*\*\*\*
- Didado\*\*
- Diversified Services\*
- East Coast Underground\*\*\*
- EE Powerline\*
- Florida Power & Light\*
- Georgia Power\*
- Henkels and McCoy\*\*
- Hydro One\*
- IB Abel\*
- Matrix\*\*
- On Target Services\*
- Pike Electric\*\*
- Progress Energy \*
- Riggs Distler\*\*
- Rockingham\*\*
- Rock Creek \*\*
- Sunshine State Utility Construction\*
- Tri-M\*\*\*
- UC Synergetics (damage assessment)\*\*
- United Illuminating\*
- Utilimap (tree planning)\*\*
- Utility Lines\*\*
- WA Chester\*\*

Nature of the assistance:

- \* Mutual assistance (from RMAG conference calls)
- \*\* Third-party contractor crew normally dedicated to the utility
- \*\*\* Additional third-party contractor crew (also considered mutual assistance)
- \*\*\*\* PHI crew

9. b) Date and Time of Personnel Arrivals and Departures

**FIELD PERSONNEL: CONTRACTORS: 715 Total**

Organization Providing Crews	Arrived	Number of Personnel	Departed
Chain Electric	On property	27	Post-storm, back to normal operations
Utility Lines	On property	68	Post-storm, back to normal operations
Asplundh (Tree Trimming)	On property	280	Post-storm, back to normal operations
East Coast Underground	On property	10	Post-storm, back to normal operations
Henkels and McCoy	On property	8	Post-storm, back to normal operations

<b>Organization Providing Crews</b>	<b>Arrived</b>	<b>Number of Personnel</b>	<b>Departed</b>
CW Wright	On property	131	Post-storm, back to normal operations
Riggs Distler	On property	49	Post-storm, back to normal operations
Rockingham	On property	29	Post-storm, back to normal operations
Pike Electric	On property	23	Post-storm, back to normal operations
Utilimap (Tree Planning)	On property	11	Post-storm, back to normal operations
Didado	On property	36	Post-storm, back to normal operations
Matrix	On property	17	Post-storm, back to normal operations
Diversified Services	On property	10	Post-storm, back to normal operations
WA Chester	On property	10	Post-storm, back to normal operations
Rock Creek	On property	6	Post-storm, back to normal operations

**FIELD PERSONNEL: MUTUAL ASSISTANCE: 1,244 Total**

<b>Organization Providing Crews</b>	<b>Arrived</b>	<b>Number of Personnel</b>	<b>Departed</b>
Chain Electric	7/2/2012 at 2:00 a.m.	85	7/9/2012 at 6:00 a.m.
Diversified	7/2/2012 at noon	45	7/9/2012 at 6:00 a.m.
Pike Electric	7/2/2012 at 7:30 a.m.	127	7/9/2012 at 6:00 a.m.
IB Abel	7/1/2012 at 11:30 a.m. and 1:15 p.m.	61	7/7/2012 at 6:00 a.m.
Sunshine State Utility Construction	7/3/2012 at 6:00 a.m.	23	7/9/2012 at 6:00 a.m.
E-E Powerline	7/3/2012 at 6:00 a.m.	26	7/9/2012 at 6:00 a.m.
On Target Services	7/2/2012 at 5:00 a.m.	19	7/9/2012 at 6:00 a.m.
Florida Power & Light	7/2/2012 at 6:00 a.m.	135	7/9/2012 at 6:00 a.m.
Georgia Power	7/1/2012 at 6:30 p.m.	46	7/9/2012 at 6:00 a.m.
United Illuminating	7/2/2012 at 7:45 a.m.	25	7/7/2012 at 6:00 a.m.
Utility Lines	7/2/2012 at 6:00 p.m.	15	7/9/2012 at 6:00 a.m.
Hydro One	7/3/2012 at 6:00 a.m.	70	7/8/2012 at 6:00 a.m.
Delmarva	7/4/2012 at 8:00 a.m.	21	7/8/2012 at 6:00 a.m.

<b>Organization Providing Crews</b>	<b>Arrived</b>	<b>Number of Personnel</b>	<b>Departed</b>
Progress Energy	7/4/2012 at 3:00 p.m.	123	7/9/2012 at 6:00 a.m.
AUI	7/4/2012 at 8:00 a.m.	31	7/8/2012 at 6:00 a.m.
TriM	7/4/2012 at 0800 a.m.	28	7/8/2012 at 6:00 a.m.
East Coast Underground	7/4/2012 at 8:00 a.m.	15	7/8/2012 at 6:00 a.m.
Asplundh – Connecticut	6/29/2012 at 2400	11	7/9/2012 at 6:00 a.m.
Asplundh – South Carolina & Georgia	7/1/2012 at 10:00 a.m.	160	7/9/2012 at 06:00 a.m.
Asplundh – released from Delmarva	7/4/2012 at 9:00 a.m.	55	7/9/2012 at 6:00 a.m.
UC Synergetics	7/1/2012 at 9:00 p.m.	121	7/8/2012 at 6:00 a.m.
Utilimap – released from Delmarva	7/4/2012 at 9:00 a.m.	2	7/9/2012 at 6:00 a.m.

9. c) Number and Type of Vehicles – 783

- 664 Bucket Trucks
- 119 Digger Derricks

9. d) Total Number of External Personnel – 2,613

- 1,838 External Field (overhead line and tree) Personnel Total
- 121 External Damage Assessors
- 645 External Call Center Personnel Total
- 9 External Communications Personnel Total

Deployment

9. e) Primary Overhead Line Personnel

- 1,319 Personnel (Crews qualify to work both primary and secondary)

9. f) Secondary Overhead Line Personnel

- N/A (Crews qualify to work both primary and secondary)

9. g) Vegetation Management Personnel

519 Personnel

## Other Personnel

### FIELD PERSONNEL

- 121 Damage Assessors – UC Synergetics

### CALL CENTER PERSONNEL

- 645 Call Center Personnel<sup>18</sup>
  - ER Solutions (“ERS”) – 67 Personnel
    - 64 Representatives
    - 3 Support<sup>19</sup> Personnel
  - Affiliated Computer Solutions–A Xerox Company (“ACS”) – 366 Personnel
    - 316 Representatives
    - 50 Support Personnel
  - Mutual Assistance Routing System (“MARS”) – 212 Personnel
    - 192 Representatives
    - 20 Support Personnel

### COMMUNICATIONS PERSONNEL

- 9 Communications Personnel – Stanton Communications
  - Communications – 7 Personnel
  - Photography – 2 Personnel

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<sup>18</sup> Note that call center personnel counts listed here represent total individuals who worked at any time during the event. At the time of peak call center staffing (July 3, 2012 at 11:00 a.m.) there were 374 combined internal and external personnel answering customer calls and retrieving voice mails. Section 11 of this report lists number of representatives answering calls at hourly intervals throughout the storm.

<sup>19</sup> Support personnel include managers, supervisors, floor coordinators, floor support, escalated call takers, the resource management team, and technical support.

## Electric Utility Resources

### 10. Electric Utility Crews

#### INTERNAL PEPSCO RESOURCES – DEPLOYED PEPSCO SYSTEM-WIDE

*20.50.12.13 B. (11) Information about electric utility crews working on restoration, including the following:*

#### Resources

##### 10. a) Number and Type of Vehicles – 398

- 68 Bucket Trucks
- 330 Miscellaneous Vehicles [Pick-ups, other trucks, etc.]

##### 10. b) Total Number of Internal Personnel – 1,392

#### Deployment

##### 10. c) Number of Personnel on Primary Overhead Line Crews

- 124 Personnel

##### 10. d) Number of Personnel on Secondary Overhead Line Crews

- N/A

##### 10. e) Number of Personnel on Damage Assessment Crews

- 68 Personnel performed field damage assessments

##### 10. f) Number of Personnel on Tree Trimming Crews

- 13 Personnel coordinating and supervising tree trimming crews

## Other Personnel

- 68 – Substation Personnel
- 723 Other Support Personnel – Includes crew guides, crew coordinators, wires down patrollers, dispatchers, logistics and other support personnel
- 396 Call Center Personnel
  - Internal Call Center – 140 Personnel
    - 112 Representatives
    - 28 Support Personnel
  - Auxiliary Support<sup>20</sup> (“AUX”) – 256 Personnel
    - 164 Representatives
    - 43 Voice Mail Retrievers
    - 49 Support Personnel

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<sup>20</sup> Second role PHI staff activated to handle calls.

## Communications

20.50.12.13 B (12) *The following information about communications with customers:*

- (a) The total number of calls received by the utility during each hour of the major outage event;*
- (b) The total number of calls answered by the utility's voice response system, customer service representatives, and any high volume call systems during each hour of the major outage event;*
- (c) The total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls on an hourly basis during the major outage event; and*
- (d) On a daily basis during the length of the outage and for the entire major outage event, the percentage of all calls that were offered and answered by the utility's voice response system, customer service representatives, and any high volume call systems within a 30-second timeframe and within a 60-second timeframe.*

11. Customer Communications Operations Statistics

**Pepco Severe Weather  
June 29-July 8, 2012 Telephone Report**

Date	Rep Ans	In-House		Voice		Total Inc	Total Ans	TSF @ 30	TSF @ 60
		VRU	HVCA	Mails					
29-Jun 10p-Mid	881	3,085	32,003	0		36,976	35,969	96.11%	96.26%
30-Jun	24,626	21,170	217,472	24		273,912	263,292	91.63%	92.47%
1-Jul	31,995	3,969	62,521	0		101,444	98,485	91.56%	92.42%
2-Jul	27,395	5,803	37,069	94		70,776	70,361	95.54%	96.80%
3-Jul	23,574	5,131	16,573	9		45,912	45,287	95.63%	96.89%
4-Jul	18,010	1,154	5,791	1		25,546	24,956	96.75%	97.23%
5-Jul	15,877	3,309	5,691	2		25,234	24,879	91.45%	92.85%
6-Jul	8,657	3,352	2,513	0		14,634	14,522	98.69%	98.95%
7-Jul	2,922	1,368	2,314	0		6,618	6,604	99.46%	99.68%
8-Jul Mid to 430a	45	17	54	0		117	116	99.15%	99.15%
<b>Total</b>	<b>153,982</b>	<b>48,358</b>	<b>382,001</b>	<b>130</b>		<b>601,169</b>	<b>584,471</b>	<b>93.13%</b>	<b>94.00%</b>

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

**Pepco Severe Weather  
June 29, 2012 Telephone Interval Report**

Interval	Rep Ans	In-House		Voice		Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**	
		VRU	HVCA	Mails*	Total Inc						Total Ans
10p-11p	303	1,021	11,828		13,284	13,152	18	0	0	20	0
11p-12a	578	2,064	20,175		23,692	22,817	18	0	0	20	0
	<b>881</b>	<b>3,085</b>	<b>32,003</b>	<b>0</b>	<b>36,976</b>	<b>35,969</b>					
		<b>TSF @ 30 - 96.11% / TSF @ 60 - 96.26%</b>									

**Notes:**

- Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)
- In-House VRU - calls handled by the in-house voice response unit
- HVCA - calls handled by the external high volume call answering system
- Voice Mail - callers left voice mail which was retrieved by a rep and order issued
- Total Inc - number of customer calls received
- Total Ans - number of calls answered by reps or technology
- TSF @ 30 - percent of calls received that were answered within 30 seconds
- TSF @ 60 - percent of calls received that were answered within 60 seconds
- Internal Staff - Call Center staff handling calls
- ERS Staff - ER Solutions staff handling calls
- AUX Staff-second role PHI staff activated to handle calls
- ACS Staff - outside contractor staff handling calls
- MARS Staff - mutual assistance companies staff handling calls
- \*Voice mail counts are not available by interval
- \*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
June 30, 2012 Telephone Interval Report**

Interval	In-House			Voice		Total Inc	Total Ans	Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**
	Rep Ans	VRU	HVCA	Mails*	Total Inc							
12a-1a	293	1,456	9,471		11,929	11,220	14	0	0	10	0	
1a-2a	299	615	5,918		7,276	6,832	15	0	0	10	0	
2a-3a	245	405	4,305		5,279	4,955	15	0	0	10	0	
3a-4a	322	315	3,825		4,568	4,462	15	0	0	9	0	
4a-5a	245	392	4,206		4,944	4,843	15	0	0	9	0	
5a-6a	211	656	8,075		9,258	8,942	14	0	0	9	0	
6a-7a	281	1,351	15,310		17,624	16,942	14	0	5	12	0	
7a-8a	599	1,048	19,331		21,758	20,978	27	0	15	24	0	
8a-9a	584	1,005	18,415		20,870	20,004	25	1	21	29	0	
9a-10a	638	1,022	14,854		17,242	16,514	25	4	25	45	0	
10a-11a	959	1,438	12,170		15,369	14,567	26	8	31	54	0	
11a-12p	1,203	1,048	10,346		13,298	12,597	27	9	37	56	0	
12p-1p	1,600	771	9,869		12,667	12,240	39	9	42	64	0	
1p-2p	1,579	1,225	8,612		11,639	11,416	39	8	45	67	8	
2p-3p	2,064	1,879	8,919		13,389	12,862	39	6	49	67	10	
3p-4p	2,427	1,802	9,593		14,579	13,822	39	6	52	71	17	
4p-5p	2,447	1,748	10,372		15,534	14,567	39	6	51	75	20	
5p-6p	2,147	720	10,176		13,341	13,043	39	5	53	76	14	
6p-7p	1,675	466	8,362		10,702	10,503	39	3	28	69	0	
7p-8p	1,227	488	7,378		9,407	9,093	25	3	28	35	0	
8p-9p	1,110	471	6,194		7,972	7,775	23	3	30	30	0	
9p-10p	954	402	5,268		6,675	6,624	23	3	32	35	0	
10p-11p	766	297	4,162		5,239	5,225	23	3	33	33	0	
11p-12a	751	150	2,341		3,329	3,242	22	3	32	26	9	

**24,626    21,170    217,472            24    273,912    263,292**

**TSF @ 30 - 91.63% / TSF @ 60 - 92.47%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 1, 2012 Telephone Interval Report**

Interval	In-House			Voice		Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**	
	Rep Ans	VRU	HVCA	Mails*	Total Inc						Total Ans
12a-1a	566	79	1,268		2,060	1,913	22	1	32	23	18
1a-2a	467	53	624		1,230	1,144	22	1	32	22	18
2a-3a	375	25	488		915	888	22	1	32	22	18
3a-4a	246	17	430		707	693	22	2	32	23	18
4a-5a	325	30	491		865	846	22	2	31	23	16
5a-6a	442	45	865		1,419	1,352	22	2	32	22	16
6a-7a	768	147	2,109		3,137	3,024	22	2	30	21	16
7a-8a	1,216	197	3,625		5,226	5,038	37	4	57	39	31
8a-9a	1,821	292	4,962		7,265	7,075	36	5	61	51	43
9a-10a	2,273	364	4,806		7,631	7,443	37	5	67	68	54
10a-11a	2,582	227	4,299		7,709	7,108	37	7	67	76	56
11a-12p	2,388	249	4,078		7,152	6,715	39	9	69	78	56
12p-1p	2,406	299	4,323		7,217	7,028	46	8	68	81	56
1p-2p	2,302	239	4,065		6,782	6,606	46	9	71	91	59
2p-3p	2,212	192	3,349		5,865	5,753	46	9	76	101	61
3p-4p	2,187	199	3,323		5,790	5,709	46	7	77	121	63
4p-5p	2,078	98	2,992		5,236	5,168	45	4	76	121	62
5p-6p	2,188	168	3,058		5,528	5,414	45	3	71	111	62
6p-7p	1,776	114	2,348		4,303	4,238	45	2	13	102	39
7p-8p	960	176	2,736		3,915	3,872	34	1	14	47	4
8p-9p	805	228	2,587		3,635	3,620	33	0	15	42	4
9p-10p	699	193	2,300		3,205	3,192	33	0	15	43	4
10p-11p	550	230	2,232		3,017	3,012	33	0	15	40	0
11p-12a	363	108	1,163		1,635	1,634	32	0	15	39	0

**31,995      3,969      62,521              0      101,444      98,485**

**TSF @ 30 - 91.56% / TSF @ 60 - 92.42%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff - second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 2, 2012 Telephone Interval Report**

Interval	In-House			Voice		Total Inc	Total Ans	Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**
	Rep Ans	VRU	HVCA	Mails*								
12a-1a	169	37	606			814	812	5	0	13	42	0
1a-2a	101	18	521			640	640	5	0	13	41	0
2a-3a	61	20	306			387	387	5	0	13	42	0
3a-4a	54	17	193			264	264	5	0	13	43	0
4a-5a	64	18	278			360	360	5	0	13	42	0
5a-6a	161	30	618			810	809	5	0	13	42	0
6a-7a	356	77	1,596			2,030	2,029	5	0	44	44	0
7a-8a	983	237	2,476			3,726	3,696	15	8	73	97	0
8a-9a	1,476	338	2,648			4,470	4,462	49	23	80	115	1
9a-10a	1,829	458	2,880			5,177	5,167	61	32	86	116	3
10a-11a	1,864	443	2,629			4,943	4,936	61	41	88	116	2
11a-12p	1,855	472	2,481			4,811	4,808	60	52	92	116	2
12p-1p	1,967	511	3,883			6,424	6,361	71	54	95	90	2
1p-2p	1,678	380	2,640			4,751	4,698	67	53	88	95	1
2p-3p	1,672	560	2,427			4,672	4,659	67	53	93	89	2
3p-4p	2,427	449	1,988			4,895	4,864	69	52	104	99	4
4p-5p	2,136	435	1,801			4,398	4,372	67	52	109	97	5
5p-6p	2,401	329	1,070			3,847	3,800	72	43	107	89	23
6p-7p	2,040	246	858			3,172	3,144	72	32	16	85	30
7p-8p	1,694	207	1,006			2,957	2,907	59	20	15	50	37
8p-9p	1,245	152	1,008			2,440	2,405	26	0	15	38	39
9p-10p	828	145	998			1,978	1,971	13	0	15	34	40
10p-11p	228	121	1,346			1,695	1,695	10	0	15	33	11
11p-12a	106	103	812			1,021	1,021	10	0	15	37	0

**27,395      5,803      37,069              94      70,776      70,361**

**TSF @ 30 - 95.54% / TSF @ 60 - 96.80%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 3, 2012 Telephone Interval Report**

Interval	In-House			Voice		Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**	
	Rep Ans	VRU	HVCA	Mails*	Total Inc						Total Ans
12a-1a	52	50	332		435	434	5	0	15	40	0
1a-2a	47	41	200		288	288	5	0	15	40	0
2a-3a	30	35	258		323	323	5	0	15	41	0
3a-4a	12	9	176		197	197	5	0	15	41	0
4a-5a	20	22	216		258	258	5	0	15	43	0
5a-6a	55	45	532		633	632	5	0	16	45	0
6a-7a	118	87	1,073		1,278	1,278	5	0	54	41	0
7a-8a	667	152	1,680		2,571	2,499	15	10	92	70	0
8a-9a	1,268	298	2,045		3,635	3,611	46	27	95	86	0
9a-10a	1,565	383	1,822		3,799	3,770	60	36	100	103	0
10a-11a	1,759	336	1,269		3,385	3,364	61	45	97	121	0
11a-12p	1,836	361	917		3,147	3,114	61	55	100	110	0
12p-1p	1,586	617	741		2,970	2,944	71	54	93	87	0
1p-2p	1,497	1,007	662		3,173	3,166	67	54	92	82	0
2p-3p	1,881	514	403		2,830	2,798	67	53	103	84	0
3p-4p	2,051	248	282		2,624	2,581	68	53	109	84	0
4p-5p	2,256	262	293		2,863	2,811	68	53	112	82	0
5p-6p	1,954	196	217		2,418	2,367	74	43	108	81	24
6p-7p	1,715	141	140		2,010	1,996	74	33	17	80	33
7p-8p	866	77	619		1,625	1,562	64	22	17	43	36
8p-9p	558	81	694		1,374	1,333	29	0	16	44	38
9p-10p	981	78	1,055		2,196	2,114	14	0	14	45	39
10p-11p	547	56	615		1,251	1,218	11	0	14	42	29
11p-12a	253	35	332		620	620	11	0	14	44	15

**23,574      5,131      16,573              9      45,912      45,287**

**TSF @ 30 - 95.63% / TSF @ 60 - 96.89%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 4, 2012 Telephone Interval Report**

Interval	In-House			Voice		Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**	
	Rep Ans	VRU	HVCA	Mails*	Total Inc						Total Ans
12a-1a	79	18	169		267	266	5	0	14	40	15
1a-2a	35	9	91		135	135	5	0	14	40	15
2a-3a	30	9	97		136	136	5	0	14	40	15
3a-4a	43	3	147		193	193	5	0	14	38	15
4a-5a	43	7	91		143	141	5	0	14	39	15
5a-6a	54	8	263		326	325	5	0	15	39	15
6a-7a	165	20	495		680	680	5	0	41	39	15
7a-8a	685	28	390		1,155	1,103	16	0	54	55	23
8a-9a	1,111	72	376		1,594	1,559	52	0	56	68	24
9a-10a	1,450	86	343		1,918	1,879	67	0	55	77	24
10a-11a	1,562	105	183		1,881	1,850	70	0	55	84	24
11a-12p	1,445	108	178		1,755	1,731	71	0	55	89	23
12p-1p	1,145	80	130		1,370	1,355	77	0	53	83	22
1p-2p	1,369	84	192		1,665	1,645	77	0	50	89	23
2p-3p	1,541	81	205		1,852	1,827	77	0	54	95	24
3p-4p	1,425	72	191		1,711	1,688	78	0	56	94	24
4p-5p	1,043	64	147		1,271	1,254	78	0	56	95	15
5p-6p	1,138	50	153		1,355	1,341	78	0	55	93	15
6p-7p	1,239	41	280		1,582	1,560	78	0	13	90	15
7p-8p	631	48	431		1,210	1,110	67	0	15	40	15
8p-9p	823	32	401		1,329	1,256	30	0	15	40	15
9p-10p	464	34	292		827	790	16	0	15	38	15
10p-11p	293	48	356		742	697	12	0	15	38	15
11p-12a	197	47	190		448	434	12	0	15	39	15

**18,010      1,154      5,791              1      25,546      24,956**

**TSF @ 30 - 96.75% / TSF @ 60 - 97.23%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 5, 2012 Telephone Interval Report**

Interval	In-House			Voice		Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**	
	Rep Ans	VRU	HVCA	Mails*	Total Inc						Total Ans
12a-1a	69	16	129		214	214	3	0	15	40	0
1a-2a	31	12	46		89	89	3	0	15	40	0
2a-3a	17	13	34		64	64	3	0	15	41	0
3a-4a	19	10	54		84	83	3	0	15	41	0
4a-5a	20	4	34		59	58	3	0	15	39	0
5a-6a	43	13	143		199	199	3	0	15	40	0
6a-7a	122	47	365		534	534	3	0	24	40	0
7a-8a	495	89	565		1,195	1,149	16	0	36	82	0
8a-9a	1,256	213	297		1,797	1,766	44	16	37	91	0
9a-10a	1,309	221	380		1,926	1,910	62	27	86	96	0
10a-11a	1,235	282	206		1,754	1,723	59	37	85	64	0
11a-12p	1,220	263	280		1,794	1,763	59	51	84	59	0
12p-1p	1,134	293	185		1,641	1,612	71	51	81	61	0
1p-2p	1,157	223	253		1,656	1,633	71	51	81	59	0
2p-3p	1,104	288	189		1,606	1,581	71	50	88	58	0
3p-4p	1,190	251	292		1,756	1,733	73	50	89	60	0
4p-5p	1,147	261	207		1,626	1,615	75	50	52	60	0
5p-6p	1,394	216	496		2,112	2,106	65	37	2	48	0
6p-7p	1,053	184	310		1,560	1,547	30	26	12	47	0
7p-8p	613	132	228		1,007	973	14	16	15	29	0
8p-9p	339	88	231		666	658	20	0	15	33	0
9p-10p	360	72	285		735	717	20	0	15	37	0
10p-11p	277	57	258		597	592	11	0	15	36	0
11p-12a	273	61	224		561	558	11	0	15	40	0

**15,877      3,309      5,691              2      25,234      24,879**

**TSF @ 30 - 91.45% / TSF @ 60 - 92.85%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 6, 2012 Telephone Interval Report**

Interval	In-House			Voice		Total Inc	Total Ans	Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**
	Rep Ans	VRU	HVCA	Mails*								
12a-1a	159	26	92			284	277	3	0	15	45	0
1a-2a	53	21	47			122	121	3	0	15	41	0
2a-3a	48	10	24			83	82	3	0	15	40	0
3a-4a	18	10	13			41	41	3	0	15	39	0
4a-5a	17	7	20			46	44	3	0	13	38	0
5a-6a	39	17	23			81	79	3	0	12	37	0
6a-7a	89	39	99			230	227	3	0	28	37	0
7a-8a	322	95	127			551	544	16	0	40	64	0
8a-9a	600	240	138			988	978	48	14	36	67	0
9a-10a	729	255	159			1,162	1,143	60	26	36	49	0
10a-11a	754	319	115			1,202	1,188	58	36	34	46	0
11a-12p	714	302	99			1,123	1,115	56	51	34	46	0
12p-1p	696	282	99			1,089	1,077	68	51	34	46	0
1p-2p	686	271	85			1,047	1,042	68	51	34	46	0
2p-3p	637	252	92			981	981	66	49	4	64	0
3p-4p	725	249	185			1,163	1,159	69	49	1	75	0
4p-5p	695	245	136			1,078	1,076	69	49	1	76	0
5p-6p	529	177	132			838	838	61	39	2	64	0
6p-7p	392	172	146			712	710	28	26	13	63	0
7p-8p	337	119	185			644	641	13	15	16	37	0
8p-9p	133	67	146			348	346	17	0	15	33	0
9p-10p	130	74	130			336	334	17	0	15	37	0
10p-11p	62	59	77			202	198	10	0	15	36	0
11p-12a	93	44	144			283	281	10	0	15	40	0

**8,657      3,352      2,513              0      14,634      14,522**

**TSF @ 30 - 98.69% / TSF @ 60 - 98.95%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 7, 2012 Telephone Interval Report**

Interval	In-House			Voice		Total Inc	Total Ans	Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**
	Rep Ans	VRU	HVCA	Mails*								
12a-1a	36	22	34		94	92	10	0	28	43	0	
1a-2a	14	8	14		36	36	10	0	15	42	0	
2a-3a	13	4	12		29	29	10	0	0	41	0	
3a-4a	5	5	9		20	19	10	0	0	40	0	
4a-5a	19	6	10		35	35	10	0	0	40	0	
5a-6a	25	9	32		66	66	10	0	0	40	0	
6a-7a	103	25	155		283	283	10	0	0	42	0	
7a-8a	90	49	63		202	202	28	0	0	57	0	
8a-9a	194	95	136		425	425	28	0	0	76	0	
9a-10a	226	107	156		489	489	27	0	0	75	0	
10a-11a	177	102	68		348	347	27	0	0	74	0	
11a-12p	276	130	97		504	503	28	0	0	74	0	
12p-1p	234	119	145		498	498	27	0	0	63	0	
1p-2p	179	101	95		376	375	27	0	0	70	0	
2p-3p	143	103	68		314	314	27	0	0	66	0	
3p-4p	140	85	70		295	295	27	0	0	66	0	
4p-5p	221	64	235		522	520	26	0	0	66	0	
5p-6p	307	64	319		692	690	25	0	0	68	0	
6p-7p	145	76	81		302	302	25	0	0	69	0	
7p-8p	120	63	89		276	272	10	7	0	47	0	
8p-9p	70	46	123		239	239	8	7	0	44	0	
9p-10p	87	34	133		254	254	7	7	0	44	0	
10p-11p	69	28	116		213	213	7	7	0	43	0	
11p-12a	29	23	54		106	106	7	7	0	42	0	

**2,922      1,368      2,314              0      6,618      6,604**

**TSF @ 30 - 99.46% / TSF @ 60 - 99.68%**

**Notes:**

Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)

In-House VRU - calls handled by the in-house voice response unit

HVCA - calls handled by the external high volume call answering system

Voice Mail - callers left voice mail which was retrieved by a rep and order issued

Total Inc - number of customer calls received

Total Ans - number of calls answered by reps or technology

TSF @ 30 - percent of calls received that were answered within 30 seconds

TSF @ 60 - percent of calls received that were answered within 60 seconds

Internal Staff - Call Center staff handling calls

ERS Staff - ER Solutions staff handling calls

AUX Staff-second role PHI staff activated to handle calls

ACS Staff - outside contractor staff handling calls

MARS Staff - mutual assistance companies staff handling calls

\*Voice mail counts are not available by interval

\*\*Staff counts do not include those retrieving voice mails

**Pepco Severe Weather  
July 8, 2012 Telephone Interval Report**

Interval	Rep Ans	In-House		Voice		Total Inc	Total Ans	Internal Staff**	ERS Staff**	AUX Staff**	ACS Staff**	MARS Staff**
		VRU	HVCA	Mails*								
12a-1a	20	11	21			53	52	10	5	0	42	0
1a-2a	12	2	11			25	25	10	5	0	40	0
2a-3a	9	3	9			21	21	10	5	0	40	0
3a-4a	4	1	6			11	11	10	5	0	41	0
4a-430a	0	0	7			7	7	10	5	0	40	0
	<b>45</b>	<b>17</b>	<b>54</b>	<b>0</b>		<b>117</b>	<b>116</b>					

**TSF @ 30 - 99.15% / TSF @ 60 - 99.15%**

**Notes:**

- Rep Ans - calls answered by representatives ("reps") (internal, ERS, AUX, ACS, & MARS)
- In-House VRU - calls handled by the in-house voice response unit
- HVCA - calls handled by the external high volume call answering system
- Voice Mail - callers left voice mail which was retrieved by a rep and order issued
- Total Inc - number of customer calls received
- Total Ans - number of calls answered by reps or technology
- TSF @ 30 - percent of calls received that were answered within 30 seconds
- TSF @ 60 - percent of calls received that were answered within 60 seconds
- Internal Staff - Call Center staff handling calls
- ERS Staff - ER Solutions staff handling calls
- AUX Staff - second role PHI staff activated to handle calls
- ACS Staff - outside contractor staff handling calls
- MARS Staff - mutual assistance companies staff handling calls
- \*Voice mail counts are not available by interval
- \*\*Staff counts do not include those retrieving voice mails

"Total Calls Answered" and "Total Calls Received" represent all storm and non-storm related calls received at the Pepco Call Center and handled by a Customer Service Representative, Voice Response Unit ("VRU") or High Volume Call Answering System ("HVCA").

## Storm Damage Information

### 12. System Damage

20.50.12.13 B. (13) With regard to system damage, the number of each of the following occurring during restoration:

	<u>Maryland</u>	<u>System</u>
a) Poles Replaced .....	216	246
b) Distribution Transformers Replaced .....	200	215
c) Fuses Replaced .....	1,999	2,522
d) Downed Wires Reported (Calls Received)* .....	7,446	8,976
Downed Wire Events (Truck Rolls).....	3,386	4,247
Pepco Wires Down .....	2,006	2,367
Non-Pepco Wires or No Wire Found .....	1,380	1,880
e) Substation with Equipment Damage** .....	2	2

\* Multiple reports of the same wire down can be placed in one event.

\*\* Damage to the two substations did not result in any outages.

### 13. Materials

20.50.12.13 B. (14) Any issues concerning the availability of materials or equipment that affected restoration progress, including a description of how any unavailability affected restoration, and a description of the emergency measures taken to resolve the issues

Material inventories were closely monitored to ensure the availability of necessary equipment and materials for restoration activities across the Pepco service territory. Necessary materials were available for restoration efforts.

## Self-Assessment

### 14. Self-Assessment

*20.50.12.13 B. (15) A self-assessment, including lessons learned and future plans to improve service restoration efforts during major outage events;*

#### *Incident Activation, Resource Acquisition, and Restoration Priorities*

Beginning on June 25, Pepco's regional IMT had been engaged in preliminary preparedness activities to assure adequate staffing for an expected heat wave, the upcoming weekend, and the July 4 holiday. These preparedness actions enabled quick activation of the regional and service center incident management teams, and assured that the damage assessment and restoration process could commence as quickly as possible once the storm had left Pepco's system.

Securing the volume of outside assistance necessary to complete the restoration effort was a difficult task given the level of destruction also experienced by neighboring utility companies. Given the track of the storm and its devastation in the Midwest, obtaining utility mutual assistance initially proved challenging. Despite these challenges, through persistent efforts Pepco obtained sufficient utility resources to augment internal and contractor resources to support the restoration effort. Through this combination of internal, mutual assistance and contractor labor, Pepco deployed restoration resources, in as effective a manner as possible, to those locations that had been significantly damaged as a result of the storm.

#### *ETR Method and Performance*

Consistent with Pepco's procedures for major outage events, publication of ETRs automatically determined by Pepco's Outage Management System ("OMS") was suppressed during the height of the storm Friday evening, and ETR publication was suspended until an initial system damage assessment could be completed for use in determining a Global ETR. Estimated times of restoration were developed by the Pepco regional Incident Management Team based on multiple factors, including initial damage assessment information, Supervisory Control and Data Acquisition ("SCADA") and OMS information, availability of internal, contractor, and mutual assistance resources, environmental conditions and weather forecasts, and restoration priorities. A Global ETR for the Pepco service territory was developed based on these factors and published to customers in accordance with the recommendations set forth in the Public Service Commission's Maryland Utilities ETR Working Group report.

Pepco's goal is to provide a Global ETR for service restoration to 90% of customers affected by a major event within 24 hours after a storm departs Pepco's system. In the Derecho event, a longer time period elapsed due to the extensive damage, which required more time for damage assessment. Pepco provided Global ETRs to customers by 10:45 a.m. Sunday, July 1, approximately 36 hours after the storm had left the system. The Global ETR was initially set to Friday, July 6 at 11:00 p.m. for all customers located within Montgomery and Prince George's counties, and the District of Columbia.

As the restoration continued, the Global ETR was re-examined for adequacy and adjusted as necessary as additional restoration information became available. Refinement of a Global ETR into ETRs for affected areas or "zones" was also recommended by the Maryland ETR Working Group, and is consistent with Pepco's procedures for ETR development when one area is significantly more heavily impacted than another. More granular "work package" and "crew on site" ETRs were provided to customers on a daily basis as restoration continued. These "work package" and "on site" ETRs were determined by examining additional damage assessment information, resource planning, and on site crew assessment.

For those customers in Maryland who received the initial Global ETR, 99.8% were restored before the expiration of the Global ETR. This figure exceeds the 90% Global ETR accuracy threshold established by the Maryland Utilities ETR Working Group, which was achieved at 9:51 a.m. on July 4.

During the final phases of restoration, as damage repairs became more scattered into smaller groups of customer outages, a revised ETR was provided to those customers who Pepco expected to be restored after July 6, at 11:00 p.m. This revised ETR was provided to the affected customers early on July 5, as follows:

Prince George's County (customers in groups of 5 or less): ETR July 8 at 11:00 p.m.

District of Columbia (customers in groups of 5 or less): ETR July 8 at 11:00 p.m.

Montgomery County (customers in groups of 50 or less): ETR July 8 at 11:00 p.m.

Additional restoration progress continued, as Pepco's Incident Management Team provided the remaining affected customers a revised ETR. The following was provided to customers on July 6 at 10:51 p.m.:

Prince George's County (customers in groups of 5 or less): ETR July 7 at 11:00 p.m.

District of Columbia (customers in groups of 5 or less): ETR July 7 at 11:00 p.m.

Montgomery County (customers in groups of 50 or greater): ETR July 7 at 11:00 p.m.

As of July 7 at 9:47 a.m., restoration of storm related outages was complete in the District of Columbia. Automatic calculation and publications of ETRs using the Pepco OMS was re-enabled in these jurisdictions. For the remaining affected customers in Montgomery County, the final ETR was revised as follows:

Montgomery County (customers in groups of 50 or less): ETR July 8 at noon.

Pepco understands that accurate and timely ETR publication is very important to customers. Pepco's performance on ETRs during this event was consistent with best industry practices. However, Pepco very much recognizes that significant additional work remains to be done to provide customers with more precise ETRs, and at earlier points in time, than can currently be done. Particularly during major events, the same massive damage that must be assessed and repaired in order to restore service is what delays the development of global and then refined ETRs. Pepco continues its efforts in the Commission's ETR Working Group and elsewhere to explore and develop improvements to the ETR process.

#### *OMS Performance*

No hardware problems were encountered during the event. A few software performance issues were experienced during the response to the June 29 Derecho. Call processing capacity, internet server capacity, cloud service availability for the smart phone application, and newly-implemented AMI-related OMS technology were all put to the test by the magnitude of the Derecho's impact.

- Call Processing: Twenty First Century Communications ("TFCC") provides call overflow processing for PHI when there are high volumes of calls due to large events. Due to an error in the TFCC software, the service was reporting trouble calls with an unspecified value for the reported outage cause, when the customer selected to report an issue other than an outage. The OMS product automatically assigns these unspecified outages a status of No Lights and a grouping status of "do not group." As a result, a large number of active orders (more than

23,000) were created in the OMS. The anomalous active orders reports had no impact on restoration operations. TFCC and the OMS vendor (Oracle) were contacted. Oracle provided a cleanup script to remove these false events. The script was tested, then executed overnight on July 1. TFCC adjusted their software on July 2. The vendor solutions along with PHI's final data cleaning resolved the issue.

- External Website: The external websites saw unprecedented traffic during this storm. For example, in the first three days after the Derecho, there was more activity on the Pepco web site (~108 million hits<sup>21</sup>) than in the first five months of 2012 combined (~91 million hits). Over the course of the full nine day storm restoration (June 30 through July 8) the Pepco web site received over 155 million hits. The previous high number of hits for an entire month was 107 million hits during February 2010. That put the traffic to Pepco's web site at over 45% higher than the previous record volume.

Pepco had confidence that the web site would perform well under stress, due to load testing performed in April 2012. The load testing which was done drove a comparable amount of traffic onto the Pepco web site as that seen during the peak days of this storm (~36 million web site hits / day). Based on the results of this test, some small changes were made that allowed performance of the web site during this event to be further enhanced from that seen during our load tests.

From 2:00 a.m. to 4:10 a.m. on July 1, the internet outage maps failed to update because the data transfer to the maps failed to run. This was resolved by freeing resources on an internet server. Automatic alerts regarding capacity limitations for this resource have been created to allow for future preventive action whenever the capacity limits may be approached again. There was no failure to the core OMS or the web browser client used by internal staff; thus, no impact to the actual restoration efforts occurred as result of this failure.

- Smart Phone Application: Pepco's smart phone application is partially provided by third-party service using Amazon cloud services. The Amazon Mobile Proxy Service was unavailable from 1:30 a.m. to 5:30 a.m. on June 30, 2012, thereby preventing customers from accessing and using the smart phone applications to either check outage status or report outages. The smart phone application was still functional to provide access to the outage maps, and the mobile application user could still search the map for a specific address using the Bing map search functionality.

Pepco's mobile application saw significant growth in adoption during this event. For example, before the Derecho, Pepco's mobile applications for iPhone, Android and Blackberry had been downloaded 19,400 times. By the end of the storm those same mobile applications had been downloaded an additional 54,530 times. That represents a 280% increase in total mobile application downloads in just over one week.

Since mobile devices frequently have "always on" Internet connectivity, the mobile applications provided our customers a convenient mechanism to check on and report outages even if their home phone or computer was not working. Roughly 83,000 customer outages were reported to Pepco via mobile devices. That represents just over 14% of all customer-reported outages. Pepco also serviced nearly 500,000 outage status requests from

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<sup>21</sup> For the purposes of this document, a "hit" is defined as a discrete unit of information delivered to a customer from a web page. It is a useful measure of volume as it is a function of both website visits and the amount of information delivered for each visit. During this storm, for example, the Pepco.com website received around three to four times as many visitors per day and each visit resulted in 15 to 20 times as much information being delivered to the customer. As such, internet volume was around 60 times that of a typical day.

mobile devices. That meant more outage status requests were done via mobile devices (484,000) than from our web site (475,000).

These mobile applications functioned well throughout the restoration. The only exception was a period of time early in the storm (the morning of June 30) where outage reporting via mobile applications devices was affected due to issues with the Amazon hosting infrastructure (see Smart Phone Application, above). These issues with the Amazon infrastructure affected many corporations and were not unique to PHI.

- Advanced Metering Infrastructure: Interrogating smart meters within the AMI system through the OMS user interface for power-on status caused the OMS to respond slowly when AMI data was accessed. Corrections have been identified, and Oracle has been asked to verify that the corrections can be applied to the OMS without adverse impact on other functions of the OMS. As a work-around, users either performed AMI queries at times of lesser OMS usage (e.g. late night/early morning) or performed queries directly through the AMI user interface instead of through OMS.

Daily and hourly data can be viewed on MyAccount for all accounts billed using AMI data. There are provisions for MyAccount to develop usage estimates based on past usage if AMI data cannot be retrieved. During the storm, a customer experiencing an electric outage would have seen this estimated data for the period of the outage since the AMI meter could not communicate. Once communication or power is restored, the customer would see the actual usage adjusted to correspond with the period of the outage.

PHI has installed AMI meters from both GE and L&G. There were issues with how the GE meters handle data during prolonged outage situations, which could have shown customer energy usage to be higher than it actually was if the customers had viewed MyAccount prior to review and corrections being made. These issues were identified internally at PHI, and steps quickly taken to minimize confusion for our customers. Although this had no impact on billing, restoration or communication efforts, PHI is following up with GE to find a way of ensuring that actual usage information is shown on MyAccount after an outage.

#### *Additional Lessons Learned*

- Critical Customer Facilities (Private Health Care Facility and Nursing Homes): During the storm restoration, Pepco worked with the local, jurisdictional EMA's (Montgomery County, Prince George's County and HSEMA in the District of Columbia) and MEMA (State of Maryland) to prioritize restoration to approximately 150 Private Health Care and Nursing Home facilities. While working with the local and State EMAs on prioritizing restoration for these facilities, it became evident that it would be beneficial if, for each customer facility, Pepco had more information about the facilities, such as type of facility, number of beds, and whether the facility has a back-up generator.

As a result, Pepco will: 1) investigate, with the EMAs, the feasibility of obtaining this type of information; and 2) work with PHI information technology to see if our systems have the capability of maintaining this information in a manner that is readily available during major storm restorations.

Job Site Material Delivery: Pepco's existing Incident Response Plan does not include a process that supports delivery of restoration materials to mutual assistance crews at individual job locations. Under the current Plan, the general process is that: 1) material needs are identified during the assessment phase; 2) material lists are included in job packages which are issued to crews at the beginning of their shift; and 3) material is issued and picked up by crews from the service center storerooms or staging areas prior to departure to the job site. Presently, if crews find that they need additional or specialized material at a job location, they often have to return to the staging area or service center

storeroom to obtain it. During the final days of this restoration event, Pepco established a small pilot involving support personnel that delivered these kinds of materials to work sites. This pilot process seemed to work well. Pepco does not yet know if separate materials support personnel dedicated for material delivery are feasible for use during the entirety of a major event. There are plenty of logistical challenges during major events already. Although the material delivery pilot did not appear to have any significant impact on the overall restoration time for this event, Pepco believes the pilot showed that there are potential benefits and efficiencies that might be gained by further expansion of this model.

As a result, during the next major event Pepco intends to expand the use of delivery of material to crews at work sites, by establishing a process where crews can call in a material request and have material delivered directly to their job location. This effort will not replace the current efficient process of crews obtaining materials at the service centers or staging areas as they are dispatched at the beginning of each shift. Instead, it will focus on using separate support personnel to deliver additional or specialized materials at existing job locations so as to minimize disruptions in work flow at those sites when the additional material needs become apparent.

- Post Storm Inspection of Feeders: In 2011, Pepco instituted the process of performing formal post-storm inspections on feeders that were locked out as a result of storm damage. These inspections are conducted by damage assessor crews and include inspection for both vegetation management and equipment infrastructure issues. For the most part, the inspections have been performed after the restoration was complete. For this event, Pepco performed an additional level of damage assessment. During the final days of the restoration, as tree and tree limb removal work diminished, available vegetation management planners, who are experienced at identifying vegetation hazards, were used to patrol feeders for issues such as limbs on wires or hazard trees that could potentially impact both the ongoing restoration and/or cause a post-restoration outage. As problems were identified, actions were taken to correct them.

Pepco is encouraged by the results of these efforts. While it is difficult to predict the number of outages prevented by these actions, it is certain that some portion of the hanging limbs and hazard trees would eventually have caused outages.

As a result, Pepco will incorporate this practice into its Incident Response Plan. The inspections will not begin until the vegetation work associated with the restoration winds down. At that point, though, the tree trimming resources will be immediately directed to address potential tree hazards while those resources are still on the property. This practice will not diminish or replace the current post-storm inspections of the electric feeder infrastructure, but rather will supplement those inspections.

Pepco continues to analyze its storm response and to develop recommendations for future improvements.

## 15. Customer Communications

*20.50.12.13 B. (16) A description of the manner in which customers were informed of the status of the outages in their geographic area by means of the customer call center or by other means of customer communications;*

- Customers who requested a callback when they initially reported their outage received automated calls when work was completed in their area. The call stated that crews were working in their area and it requested that the customer respond if their power had not been restored.

- Customers were encouraged to call back periodically to get updated information regarding their outage. The OMS was updated whenever more specific information became available and customers could receive information through either the automated system or by talking to a representative.
- Pepco produced a video explaining the restoration process and published it online through Facebook, Twitter, YouTube and Pepco's website.
- Towards the end of the event when it was clear that there would be localized areas that would not be restored by the global estimated restoration time, the Company released press releases that were also posted on social networking sites. Additionally, the OMS was updated reflecting the new information.

## 16. Communication with Government Officials and the Public

*20.50.12.13 B. (17) A description of the manner in which the utility informed elected officials, government officials, and members of the public of the status of the outage and restoration efforts;*

### *Government and Regulatory Affairs*

In response to the June 29 Derecho, Government Affairs liaisons were activated to serve in Pepco's Crisis Information Center at approximately 10:00 p.m. on June 29. Those liaisons and other Government Affairs representatives kept government and regulatory stakeholders up to date with key activities and the status of the storm and restoration progress. Pepco conducted eight daily conference calls with federal, State, county and local government officials, the Office of the People's Counsel (both in Maryland and the District of Columbia) and members from both the Maryland and District of Columbia Public Service Commissions from Saturday, June 30 through Saturday, July 7. The number of attendees on these calls averaged 54 participants, with a maximum of 90 participants.

Pepco proactively provided updates and distributed outages by zip code, news releases and other relevant information via email to government stakeholders. When inquiries arose, Pepco responded as quickly as possible with the best information available. Pepco was in constant contact with the Commission Staff and high level Executive staff, providing up-to-date information in four hour increments throughout the restoration.

### *Media Relations*

- The CIC was activated at 8:30 p.m. on Friday, June 29, and functioned until Sunday, July 8.
- Media Relations answered thousands of media inquiries from local, national and international print, online and broadcast media.
- Pepco held two news conferences:
  - Saturday, June 30, with Joseph M. Rigby, PHI Chairman, Chairman of the Board, President and Chief Executive Officer, and Thomas H. Graham, President, Pepco Region, as part of a joint news conference with the Red Cross, the EMAs, Prince George's County government officials, and District of Columbia government officials
  - Sunday, July 1, with Mr. Graham and Michael W. Maxwell, Vice President, Asset Management
- Media Relations issued at least two news releases each day updating information on the restoration process and progress.
- Pepco also coordinated live interviews with Mr. Rigby; David M. Velazquez, Executive Vice President, Power Delivery; Mr. Graham; Mr. Maxwell; and various company spokespeople.
- Pepco explained to reporters, assignment editors, and producers how they could track outage numbers themselves through maps on pepco.com or the mobile application, available

for free download at [pepco.com/mobileapp](http://pepco.com/mobileapp). The Company also encouraged customers to report and track their outages online and through the mobile application. Before the Derecho, Pepco's mobile applications for iPhone, Android, and Blackberry had been downloaded 19,400 times. By the end of the storm those same mobile applications had been downloaded an additional 54,530 times. That represents a 280% increase in total mobile application downloads in just over one week.

- Pepco produced a video explaining the restoration process and published it online through Facebook, Twitter, YouTube and Pepco's website.
- Around-the-clock coverage of the storm continued until the last outages were restored on Sunday, July 8.
- Heavy post-storm inquiries and coverage continues.

## 17. Estimated Restoration Times

*20.50.12.13 B. (18) A description of the manner in which the utility estimated restoration times;*

Estimated times of restoration were developed by the Pepco regional IMT based on multiple factors including initial damage assessment information, SCADA and OMS information, availability of internal, contractor, and mutual assistance resources, environmental conditions and weather forecasts, and restoration priorities. A Global ETR for the Pepco service territory was developed based on these factors and published to customers in accordance with the recommendations set forth in the Maryland Utilities ETR Working Group Report.

## 18. Outage Event Plan

*20.50.12.13 B. (19) A description of any areas where the utility did not comply with its major outage event plan*

Pepco's response to the June 29 Derecho was within the restoration guidelines and plans documented in the Pepco Incident Response Plan and the PHI Crisis Management Plan. Pepco's IMT followed the restoration priorities identified in the plans by focusing on initial restoration of critical sub-transmission infrastructure, hospitals and nursing homes, water and sewage treatment facilities and priorities identified by jurisdictional EMAs.

## Interruption Causes

### 19. Interruption Causes and Interruption Hours

20.50.12.13 B. (20) The number of customer service interruptions under §B (4) of this regulation and the number of customer service interruption hours under §B (5) of this regulation caused by each one of the following:

	Customers	Hours of Interruption
a) Fallen Tree or Tree Limb*	331,314	10,864,636
b) Fallen or Broken Pole**	-	
c) Lightning Damage	168,371	5,225,680
d) Ice Accumulation on Conductors	-	
e) Any Other Major Causes	287,081	4,375,614
1) Equipment Failure	18,389	590,777
2) Flood Damage	151	5,626
3) Source Lost	199,268	2,019,509
4) Animal	707	8,743
5) Equipment Hit	187	12,160
6) Load	6,052	67,950
7) Unknown	41,478	980,402
8) Other	20,849	690,447
Totals	786,766	20,465,930

\*Includes wind-caused fallen tree and tree limbs.

\*\* Note when a pole falls due to pole decay, soil erosion, etc. and causes an outage, the “interruption cause” is categorized as “fallen pole.” However, when a pole is broken or damaged due to tree-related damage, vehicular or third party accidents, the cause is not categorized as “fallen or broken pole” but rather “fallen tree” or “accident.” During the Derecho, there were no reports of “fallen or broken poles” that caused outages in Pepco Maryland. During the storm, most damage was caused by falling trees and limbs and lightning.



Rockville, Maryland



College Park, Maryland



Capitol Heights, Maryland



Montgomery County, Maryland



Derwood, Maryland



A PHI Company

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

**June 30, 2012**

**8:30 a.m.**

## **Violent Wind Storm Leaves 443,000 Pepco Customers Without Power** *Restoration Effort Will Take Several Days*

WASHINGTON, D.C. -- Friday night's violent windstorm that ripped through the Washington area has devastated the Pepco electric system, leaving more than 443,000 of Pepco's 788,000 customers without power.

Winds in excess of 70 miles per hour uprooted trees and blew down limbs, which brought down numerous power lines and broke crossarms and poles.

Due to the widespread damage and the large number of outages, the power restoration effort is expected to take several days. Critical customers who need electricity for life support equipment are advised to seek shelter where power is available. The weather forecast for the Washington area calls for more thunderstorms today, which could cause additional outages.

"As soon as the storm passed, we had crews starting to assess the damage," said Thomas H. Graham, President, Pepco Region. "We'll continue conducting a comprehensive assessment, which we'll use to strategically deploy crews. We'll work full force and around the clock until every customer is restored."

After a severe storm such as this, assessing damage and estimating when customers will be restored could take more than 24 hours after the storm has passed.

All Pepco employees have a second role during emergencies and will participate in the restoration effort.

The utility is calling for crews from other utilities to assist with restoring service. However, the large magnitude of the storm has left utilities with millions of customers without electric service from the Midwest through the Mid-Atlantic regions. It is likely that crews who are able to assist will have to travel days to arrive.

Pepco will restore power by targeting wires serving critical infrastructure, such as hospitals, fire stations, water filtration plants and police stations, as well as those serving the largest number of customers.

The safety of our customers and crews is paramount. Customers are urged to avoid working crews and to stay away from all downed wires, even if they don't appear to be energized.

All outages and downed wires should be reported to 1-877-PEPCO-62, through [pepco.com](http://pepco.com) or through the mobile app, available for downloading at [pepco.com/mobileapp](http://pepco.com/mobileapp). Customers should request a call back to verify their power has been restored.

###

*Pepco, a subsidiary of Pepco Holdings, Inc. (NYSE: POM), delivers safe, reliable and affordable electric service to more than 788,000 customers in Maryland and the District of Columbia.*



A PHI Company

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

**June 30, 2012**

**5:30 p.m.**

## **Pepco Mobilizes Comprehensive, Strategic Response to Restore Power**

*Four Substations and All But One Hospital Have Been Restored*

*Restoration Effort Will Take About a Week*

WASHINGTON, D.C. – Mutual assistance utilities have committed crews from Florida, Georgia, Missouri and Oklahoma to assist with restoring power to the more than 443,000 customers who lost power during the violent windstorm that tore through the Washington area at about 10:30 p.m., Friday. Crews are expected to begin arriving here Monday. Pepco also is reaching out to the Northeast and Canada for additional resources.

Pepco has asked for 1,000 crews from other utilities, however, given the widespread damage across the region, it is possible that only a portion of the request will be granted.

Winds in excess of 70 miles per hour uprooted trees and blew down limbs, which brought down numerous power lines and broke crossarms and poles. More than 800 resources including linemen, tree crews, Call Center staff and field support personnel have been deployed to support efforts to restore service. All Pepco employees have been mobilized for the restoration effort.

Pepco is focusing immediate efforts on restoring power to substations and substation supply lines as well as critical public facilities such as hospitals, fire stations, water filtration plants and police stations.

Since this morning, Pepco has restored power to all but one hospital and has restored four substations and multiple substation supply lines. Crain Highway substation in Prince George's County remains without service.

In addition, service has been restored to the Potomac Water Filtration Plant, but the utility is still working on restoring power to the Wheaton auxiliary pumping station that pushes water throughout Montgomery County and the Sandy Landing Pumping station that serves Rockville.

At 9 a.m. this morning, more than 3.8 million customers are without electric service in the PJM Interconnection service territory. PJM is a regional transmission organization that coordinates the movement of wholesale electricity in much of Mid-Atlantic and Midwest regions.

It could take about a week before all Pepco customers are back in service. Today's weather forecast calls for more thunderstorms, which could cause additional outages and impact restoration progress.

"We have done a lot to prepare for storms by improving our restoration processes, but no amount of preparation can significantly speed the mammoth task before us," said Thomas H Graham, President, Pepco Region. "It is a nuts and bolt restoration -- tree by tree, pole by pole, wire by wire, house by house."

Pepco has activated its Crisis Call Center and reached out to other call centers for added support. Currently Pepco is making recorded outbound calls to all customers to update them on the restoration status. All outages and downed wires should be reported to 1-877-737-2662, through [pepco.com](http://pepco.com) or through the mobile app, available for downloading at [pepco.com/mobileapp](http://pepco.com/mobileapp). Customers should request a call back to verify their power has been restored.

**Pepco Encourages Safety Precautions** After severe storms, Pepco urges customers to take safety precautions. Our safety tips include:

- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer's instructions and use only when necessary. Don't overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home's main fuse box or circuit panel.
- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.
- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.

- Tune in to local news broadcasts for the latest weather and emergency information.
- Take cover if necessary

### **Customers Asked to Report Power Outages**

Customers' reports are vital to Pepco's restoration efforts. Customers are asked to report outages at [pepco.com](http://pepco.com) or by calling 1-877-737-2662 and following the prompts on the automated system. If reporting an emergency or another life-threatening situation such as downed wires, customers should immediately call 1-877-737-2662 and follow the appropriate prompts.

Pepco also recommends, when reporting an outage, customers request a call back. Call backs allow us to notify customers when work in their area is completed and they also help locate outages that may be specific to customers' homes.

To keep up-to-date, customers are encouraged to visit the [pepco.com](http://pepco.com) website and listen to local radio stations for updates or use the mobile app.

###

*Pepco, a subsidiary of Pepco Holdings, Inc. (NYSE: POM), delivers safe, reliable and affordable electric service to more than 788,000 customers in Maryland and the District of Columbia.*



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# NEWS RELEASE

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**FOR IMMEDIATE RELEASE**

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

**July 1, 2012**

**7 a.m.**

## **Pepco Restores Key Power Infrastructure Following Major Storm**

*All Substations Have Been Restored*

*Extra Crews Are Arriving to Speed Restoration Work*

WASHINGTON, D.C. – On the day after the storm of disastrous proportions hit the mid-Atlantic region, Pepco crews have restored power to major parts of the backbone of the region’s electricity infrastructure. Power to all high-voltage transmission lines and all substations has been restored. As well, all water pumping plants have been restored.

Damage assessment teams continue to evaluate the destruction to the system so that the information will be used to guide the restoration effort. Additional damage assessment teams have been brought in from outside the company to assist in this effort.

Also on Saturday, tree crews worked to clear fallen trees off of downed power lines so utility crews could rebuild or replace the damaged poles, wires and transformers. More than 60 additional vegetation management crews from the Carolinas will arrive today.

Mutual assistance crews are scheduled to arrive Monday from as far away as Oklahoma, Florida, Georgia and Missouri to help with the restoration work. Pepco also is reaching out to utilities in the Northeast and Canada for additional resources. In all, the company has asked for 1,000 line workers from other utilities, however, given the widespread damage across the region, it has been a challenge and it is possible that only a portion of the extra help will be available.

The storm that meteorologists are calling a “derecho” brought winds in excess of 70 miles per hour that uprooted trees and tore off limbs, which brought down numerous power lines and broke crossarms and poles. Line crews, tree crews, call center staff and field support personnel have been deployed around the clock to support efforts to restore service. All Pepco employees have been mobilized for the restoration effort.

Despite crews working around the clock to restore service as quickly as possible, it could take a week before essentially all customers are back in service. An ETR (Estimated Time of Restoration) for when essentially all customers will be restored will be available later today.

“A restoration effort of this magnitude requires extraordinary effort and support from other utilities,” said Thomas H. Graham, President, Pepco Region. “We really appreciate the assistance from all the crews coming in to help.”

Pepco has activated its Crisis Call Center and reached out to other call centers for added support. On Saturday, Pepco made outbound calls to all customers to update them on the restoration status. All outages and downed wires should be reported to 1-877-737-2662, through [pepco.com](http://pepco.com) or through the mobile app, available for downloading at [pepco.com/mobileapp](http://pepco.com/mobileapp). Customers should request a call back to verify their power has been restored.

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- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
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- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer’s instructions and use only when necessary. Don’t overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home’s main fuse box or circuit panel.
- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.
- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.

- Tune in to local news broadcasts for the latest weather and emergency information.
- Take cover if necessary

### **Customers Asked to Report Power Outages**

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Pepco also recommends, when reporting an outage, customers request a call back. Call backs allow us to notify customers when work in their area is completed and they also help locate outages that may be specific to customers' homes.

To keep up-to-date, customers are encouraged to visit the [pepco.com](http://pepco.com) website and listen to local radio stations for updates or use the mobile app.

###

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# Media Advisory

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Media Contact: Courtney Nogas  
202-872-2680 (office)  
canogas@pepcoholdings.com

## Estimated Time of Restoration

**WHAT:** Executives from Pepco will give details about Estimated Time of Restoration (ETR) and the sequence of restoration efforts.

**WHEN:** 12 noon Sunday, July 1, 2012

**WHERE:** Pepco Holdings, Inc., Headquarters Lobby  
701 Ninth Street, NW  
Washington, D.C. 20068

**Speakers will include:**

- Thomas H. Graham, president, Pepco Region
- Mike Maxwell, Pepco Holdings, vice president, Asset Management

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# NEWS RELEASE

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**FOR IMMEDIATE RELEASE**

July 1, 2012

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Begins Restoring Power to Neighborhoods Restoration to Major Power Infrastructure Is Complete**

### **Pepco Announces 90 Percent of Customers to be Restored by 11 p.m., Friday, July 6**

WASHINGTON, D.C. – Pepco estimates that the vast majority of customers, at least 90 percent, are expected to have power restored by 11 p.m., Friday, July 6. On Wednesday evening, July 4, Pepco will update Estimated Restoration Times (ETR) for those customers who may go into the weekend.

As crews make repairs, Pepco will begin issuing more specific times of restoration. In addition to the global ETRs, a single customer may receive up to two additional ETRs reflecting progress being made to repair the damage resulting in that customer's outage. The final ETR is issued after a crew assesses damage associated with a particular customer's location.

Customers are encouraged to periodically check the Pepco outage map at [pepco.com](http://pepco.com) or the mobile app regarding updated ETRs. If you are still without power after your ETR has expired, please call Pepco at 1-877-PEPCO62 and report your outage again or visit [pepco.com](http://pepco.com) or report through the mobile app, available for download at [pepco.com/mobile](http://pepco.com/mobile) app.

"We understand the inconvenience an extended outage creates for families and businesses," said Thomas H. Graham, President, Pepco Region. "Customers can be assured that we are applying maximum resources to restore customers as quickly as possible. However, the devastation is extensive and while we expect to have the vast majority of customers restored by the end of day Friday, restoration for some customers may extend into the weekend."

At its peak, the violent thunderstorm left approximately 443,000 customers without power. Both Maryland and the District of Columbia have declared a state of emergency as a result of the severity of the storm and its damaging impact. Local Emergency Management agencies have opened cooling centers; shopping malls are also available for cooling relief.

With power restoration completed to the region's major electricity infrastructure, Pepco is now focusing on restoring power to neighborhoods. All high-voltage transmission lines, substations, water pumping plants and hospitals are back in service.

The company has mobilized about 1,500 field personnel for the power restoration effort including about 580 power line personnel coming from as far away as Oklahoma, Georgia, Florida and Canada; about 440 tree trimming personnel; 300 overhead line contractors and 95 internal Pepco line crew members. In addition, at peak, about 225 personnel are answering customer calls and about 445 personnel are supporting the restoration effort in other roles. In total, about 2,100 personnel have been mobilized for the restoration effort.

The company has activated its Crisis Call center as well as call centers at Alabama Power and Tampa Electric, which are providing back-up support as part of our Mutual Assistance Routing Program (MARS). Under the MARS agreement, participating call centers agree to take high-volume calls for other participants during emergencies.

Outside crew reinforcements are beginning to arrive today. Pepco is continuing to request additional crews, including reaching out to utilities in the Northeast and Canada.

**Pepco Encourages Safety Precautions** After severe storms, Pepco urges customers to take safety precautions. Our safety tips include:

- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer's instructions and use only when necessary. Don't overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home's main fuse box or circuit panel.
- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.

- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.
- Tune in to local news broadcasts for the latest weather and emergency information.

### **Customers Asked to Report Power Outages**

Customers' reports are vital to Pepco's restoration efforts. Customers are asked to report outages at [pepco.com](http://pepco.com) or by calling 1-877-737-2662 and following the prompts on the automated system. If reporting an emergency or another life-threatening situation such as downed wires, customers should immediately call 1-877-737-2662 and follow the appropriate prompts.

Pepco also recommends, when reporting an outage, customers request a call back. Call backs allow us to notify customers when work in their area is completed and they also help locate outages that may be specific to customers' homes.

To keep up-to-date, customers are encouraged to visit the [pepco.com](http://pepco.com) website and listen to local radio stations for updates or use the mobile app.

For more information and updates, visit [www.pepco.com](http://www.pepco.com), follow us on Facebook and Twitter at PepcoConnect and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

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# NEWS RELEASE

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**FOR IMMEDIATE RELEASE**

July 2, 2012, 10:30 a.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Restores Power to About Half of Customers Affected by Friday Storm** *Massive Restoration Effort Continues*

WASHINGTON, D.C. – Pepco has restored power to about half of the more than 440,000 customers who lost power as a result of Friday's storm.

Friday's storm was one of the most catastrophic weather events that the Mid-Atlantic region has experienced since Hurricane Isabel in 2003. As a comparison, at the peak of Friday's storm there were 443,000 customers out of power; this storm caused twice as many outages as Hurricane Irene last August. Because each storm and its impact on the electric system are unique, the restoration effort and progress differs as well.

Pepco line crews have been working around the clock during the initial restoration efforts supported by contract line crews. On Sunday, July 1, 365 mutual assistance resources arrived and they are now working on the system. Pepco is receiving an additional 350 field resources today and tomorrow. Pepco also will receive additional damage assessment teams today. About 265 personnel are mobilized to answer customer calls and about 445 personnel are supporting the restoration effort in other roles. In total, the company has mobilized about 2,700 personnel for the restoration effort.

In order to keep the restoration work on track, and for customer and crew safety, it is important that customers do not engage field crews or impede their progress. For information, customers should contact Pepco's Call Center at 1-877-737-2662, visit [pepco.com](http://pepco.com) or download the mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

Much of the restoration work thus far has been performed on the backbone foundation of Pepco's electric system. This includes restoring substations, subtransmission and substation supply feeders. Customers will now see more crews in their neighborhoods as restoration work increases on local streets and in residential

areas. The global estimated time of restoration (ETR) is 11 p.m., Friday, July 6, by when Pepco expects the vast majority of all customers to be restored. As restoration work is planned and as crews make repairs, Pepco will issue customers more specific times of restoration. Also, Wednesday evening, July 4, Pepco will update estimated restoration times for those customers who may go into the weekend.

In addition to the global ETR, a single customer may receive up to two additional ETRs reflecting progress being made to repair the damage resulting in that customer's outage. The final ETR is issued after a crew assesses damage associated with a particular customer's location. Customers are encouraged to periodically check the Pepco outage map at [pepco.com](http://pepco.com) or the mobile app regarding updated ETRs.

"We're facing many challenges," said Myra Oppel, Pepco spokeswoman. "Trees have blocked us from getting to much of the damaged equipment. We still have tremendous devastation to work through. Crews are working non-stop and will continue until every customer is restored."

### **Customers Asked to Report Power Outages**

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Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date, customers are encouraged to visit [www.pepco.com](http://www.pepco.com), follow us on Facebook and Twitter at PepcoConnect and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

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# NEWS RELEASE

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**FOR IMMEDIATE RELEASE**

July 2, 2012, 10 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Restores More Than 170,000 Customers Since Sunday Morning *More Than 60 Percent of Customers Restored* *Work Will Continue Non-Stop Through July Fourth Holiday***

WASHINGTON, D.C. – Pepco is continuing its massive restoration effort with more than 2,700 personnel dedicated to the power restoration effort. Both internal resources and outside reinforcements will work 24/7 and through the July Fourth holiday until power is restored to every customer who lost electricity in last Friday's storm.

The storm that meteorologists are calling a 'derecho' left millions of customers without power across the Mid-Atlantic and Midwest regions. Both Maryland and the District of Columbia have declared a state of emergency as a result of the severity of the storm and its damaging impact.

Pepco has restored power to more than 60 percent of the 443,000 customers who lost power last Friday and expects the vast majority of customers to have electrical service by 11 p.m., Friday.

On Wednesday evening, Pepco will update estimated restoration times for those customers who may still have no power after that deadline.

"Wednesday won't be a holiday for us at Pepco. We will celebrate after we've got power restored to all our customers," said Thomas H. Graham, President, Pepco Region.

Pepco, with the guidance of local emergency management agencies, has focused on restoring critical care facilities such as nursing homes and auxiliary medical facilities. For example, Deanwood Nursing Home and Dialysis Center and Grand Oak Nursing Home in the District of Columbia and Heartland Health Care Center in Maryland had power restored today. Crews also responded to calls for assistance in Kensington, Md., where downed wires were laying across an elderly customer's entrance, keeping the resident trapped in the home. Crews removed the wires and restored power to the customer. All hospitals were restored Sunday.

Also, field restoration crews have focused on restoring tripped feeders, which are large electric lines that distribute power to up to 1,100 customers within a specific geographic area. At peak, Pepco had about 290 distribution feeders completely out of service. As of today, 200 of those have at least partial service. In addition, Pepco repaired a major substation that lost power today and provides service to 11,000 customers, including National Harbor in Prince George's County.

The company has mobilized about 2,700 personnel for the restoration effort.

- About 1,700 field restoration personnel including:
  - 700 power line personnel from out of state;
  - 450 tree trimming personnel;
  - 320 overhead line contractors;
  - 119 internal Pepco line crew members; and
  - 140 internal underground and substation personnel.
- In addition, about 265 personnel are mobilized to answer customer calls and about 700 personnel are supporting the restoration effort in other roles.

### **Customers Asked to Report Power Outages**

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Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date, customers are encouraged to visit [www.pepco.com](http://www.pepco.com), follow us on Facebook and Twitter at PepcoConnect and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

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- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
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# NEWS RELEASE

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**FOR IMMEDIATE RELEASE**

July 3, 2012, 11 a.m.

Media Contact: Myra Oppel  
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myra.oppel@pepcoholdings.com

## **Hardworking Crews Restore 75 Percent of Outages from Friday's Storm** *90,000 Customers Restored Overnight* *About 3,000 Personnel Mobilized for Restoration Effort*

WASHINGTON, D.C. – An army of Pepco and local contract crews augmented by outside utility reinforcements have restored three out of every four outages from Friday's violent storm that left more than 443,000 customers without service at peak.

Through the evening and overnight Monday, Pepco restored about 90,000 additional customers. The jurisdictional breakdown of those restored overnight is as follows:

- District of Columbia – 26,000 additional customers restored
- Montgomery County – 42,000 additional customers restored
- Prince George's County – 22,000 additional customers restored

Pepco expects the vast majority of customers without power to have electrical service by 11 p.m., Friday. Tomorrow evening, Pepco will update Estimated Time of Restoration (ETRs) for customers who still may have no power after Friday night. Customers should check their ETRs, because some have been updated as work was assigned today.

Additional mutual assistance crews continue to join forces with Pepco linemen to restore power in the Washington region. Hydro One crews from Canada are in place, and crews also are on their way today from Progress Energy in Florida. Pepco's sister utility, Delmarva Power, is sending field crews once restoration efforts are completed in its service area.

Today, Pepco continues its all-out focus on restoring critical care facilities. All facilities have been assigned crews to work their individual outages. All hospitals were restored Sunday.

Also, field restoration crews have focused on restoring tripped feeders, which are large electric lines that distribute power to up to 1,100 customers within a specific geographic area. At peak, Pepco had about 290 distribution feeders completely out of service. As of this morning, 270 of those have at least partial service.

The company has mobilized about 3,000 personnel mobilized for the restoration effort.

- About 1,830 field restoration personnel including:
  - 700 power line personnel from out of state;
  - 450 tree trimming personnel;
  - 400 overhead line contractors;
  - 122 internal Pepco line crew members; and
  - 160 internal underground and substation personnel.
- In addition, about 340 personnel are mobilized to answer customer calls and about 830 personnel are supporting the restoration effort in other roles.

Pepco reminds customers that if they see crews who are not actively engage in restoring power, the crews are either:

- Waiting for electrical equipment to be de-energized or energized before working or moving on to the next job,
- Waiting for materials to arrive that were requested after surveying onsite damage, or
- Reviewing orders for the next assignment.

“I want to thank our customers for their patience during these trying conditions,” said Thomas H. Graham, Pepco Region President. “I understand the inconvenience of not having power for an extended period of time, and our employees empathize with customer frustration. I want to assure customers that we will continue working nonstop until everyone is back on.”

### **Customers Asked to Report Power Outages**

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- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer's instructions and use only when necessary. Don't overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home's main fuse box or circuit panel.
- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.
- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.
- Tune in to local news broadcasts for the latest weather and emergency information.

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*Pepco, a subsidiary of Pepco Holdings, Inc. (NYSE: POM), delivers safe, reliable and affordable electric service to more than 788,000 customers in Maryland and the District of Columbia.*



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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 3, 2012, 7 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Crews Restore About 80 Percent of Outages from Friday's Storm**

*More than Half of Critical Care Facilities Restored*

*Crews from Sister Utility Are Beginning to Arrive*

WASHINGTON, D.C. – Hundreds of Pepco, local contractor and out-of-state crews, including reinforcements from Pepco's sister utility, Delmarva Power, have joined forces to restore about 80 percent of customer outages resulting from last Friday's violent storm. At peak, more than 443,000 customers were without electrical service in Pepco's service area.

Pepco expects the vast majority of customers without service to have power restored by 11 p.m., Friday. By tomorrow evening, Pepco will update Estimated Time of Restoration (ETRs) for customers who still may have no power after Friday night. Customers should check their ETRs, because some have been updated as work was assigned today.

Restoration work continues 24/7 and crews will be working hard and away from their families on the Fourth of July holiday.

"Wednesday won't be a holiday for us at Pepco. We will celebrate after we've got power restored to all our customers," said Thomas H. Graham, President, Pepco Region.

Today, Pepco had an all-out focus on restoring critical care facilities. Of the 147 facilities without service this morning, more than half have been restored to power. All remaining facilities without power have been assigned crews to work their individual outages. All hospitals were restored Sunday.

Also, field restoration crews have focused on restoring tripped feeders, which are large electric lines that distribute power to up to 1,100 customers within a specific geographic area. At peak, Pepco had about 290 distribution feeders completely out of service. As of this evening, about 280 of those have at least partial service.

Additional mutual assistance crews continue to join forces with Pepco linemen to restore power in the Washington region. Hydro One crews from Canada are in place, and crews also are on their way today from Progress Energy in Florida.

The company has mobilized about 3,000 personnel mobilized for the restoration effort.

- About 1,830 field restoration personnel including:
  - 700 power line personnel from out of state;
  - 450 tree trimming personnel;
  - 400 overhead line contractors;
  - 122 internal Pepco line crew members; and
  - 160 internal underground and substation personnel.
- In addition, about 340 personnel are mobilized to answer customer calls and about 830 personnel are supporting the restoration effort in other roles.

Pepco reminds customers that if they see crews who are not actively engage in restoring power, the crews are either:

- Waiting for electrical equipment to be de-energized or energized before working or moving on to the next job,
- Waiting for materials to arrive that were requested after surveying onsite damage, or
- Reviewing orders for the next assignment.

“I want to thank our customers for their patience during these trying conditions,” said Thomas H. Graham, Pepco Region President. “I understand the inconvenience of not having power for an extended period of time, and our employees empathize with customer frustration. I want to assure customers that we will continue working nonstop until everyone is back on.”

### **Customers Asked to Report Power Outages**

Customers’ reports are vital to Pepco’s restoration efforts. Customers are asked to report outages at [pepco.com](http://pepco.com) or by calling 1-877-737-2662 and following the prompts on the automated system. If reporting an emergency or another life-threatening situation such as downed wires, customers should immediately call 1-877-737-2662 and follow the appropriate prompts.

Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly

servicing a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date, customers are encouraged to visit [www.pepco.com](http://www.pepco.com), follow us on Facebook and Twitter at PepcoConnect and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

### **Pepco Encourages Safety Precautions**

After severe storms, Pepco urges customers to take safety precautions. Our safety tips include:

- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer's instructions and use only when necessary. Don't overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home's main fuse box or circuit panel.
- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.
- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.
- Tune in to local news broadcasts for the latest weather and emergency information.

###

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 4, 2012 Noon.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco to Beat Global Restoration Estimate by Two Days**

*Crews to Restore Power Today to At Least 90 Percent of 443,000 Customers Affected by Storm*

WASHINGTON, D.C. – Pepco expects to restore power by the end of the day today to at least 90 percent of its customers who lost electricity as a result of Friday’s violent storms. This is two days ahead of schedule for Pepco’s original global estimated time of restoration (ETR) of 11 p.m., Friday.

More than 2,000 crew members working extended shifts have already restored power to about 89 percent of customers who lost power as the result of Friday’s storm. In total, Pepco has more than 3,000 personnel working on the restoration effort.

Crews already have restored power to 94 percent of the 64,000 District of Columbia customers affected by the storm and 88 percent of the 379,000 customers affected in Maryland.

“We are giving it our all to restore power to at least 90 percent of the affected customers tonight,” said Thomas H. Graham. “While we are pleased to be able to beat our estimate by two days, we will not reduce our efforts.

“Based on the information we had, Friday was our best estimate to achieve this milestone, but we were able to get more mutual assistance crews from out of state than we expected, and we thank our employees and local contractors for their tireless work. We are ahead of where we thought we would be, but we won’t let up until every last customer has electricity,” he said.

Through the evening and overnight Tuesday, Pepco restored about 38,000 additional customers. The jurisdictional breakdown of those restored overnight is as follows:

- District of Columbia – 5,000 additional customers restored
- Montgomery County – 25,000 additional customers restored
- Prince George’s County – 8,000 additional customers restored

Additional crews from Pepco's sister company, Delmarva Power, arrived this morning, and resources are anticipated from Progress Energy in Florida. Crews continue to work hard, 24/7, including the July Fourth national holiday, to get every last customer restored.

The company continues to implement its planned restoration strategy with line-restoration personnel tackling neighborhood outages to restore the remaining customers without power. With much of the major electrical equipment now repaired, crews are focused on restoring service to smaller pockets of customers, which still is expected to extend into the weekend.

"Extensive damage associated with these localized outages makes repairing the remaining customers especially challenging," said Graham. "We are hard at work to tackle these very localized outage cases, and will not celebrate Independence Day until every last customer is restored. We understand the frustration of waiting for power to be restored, and we appreciate our customers' patience while we finish."

During major events, Pepco's strategy is to first repair damage to main power lines that serve more than a thousand customers. Once power is restored to that line, service is restored to most customers on that line. Sometimes, however, utilities find that neighborhood damage further down the line is impacting a handful of individual customers.

In some cases, it can take several crews working for hours to restore only one customer.

The company has mobilized about 3,000 personnel for the restoration effort.

- About 2,000 field restoration personnel including:
  - 870 power line personnel from out of state;
  - 500 tree trimming personnel;
  - 400 overhead line contractors;
  - 145 internal Pepco and Delmarva Power line crew members; and
  - 70 internal underground and substation personnel.
- In addition, about 275 personnel are mobilized to answer customer calls and about 780 personnel are supporting the restoration effort in other roles.

Pepco reminds customers that if they see crews who are not actively engage in restoring power, the crews are either:

- Waiting for electrical equipment to be de-energized or energized before working or moving on to the next job,
- Waiting for materials to arrive that were requested after surveying onsite damage, or
- Reviewing orders for the next assignment.

## **Customers Asked to Report Power Outages**

Customers' reports are vital to Pepco's restoration efforts. Customers are asked to report outages at [pepco.com](http://pepco.com), through the mobile app or by calling 1-877-737-2662 and following the prompts on the automated system. If reporting an emergency or another life-threatening situation such as downed wires, customers should immediately call 1-877-737-2662 and follow the appropriate prompts. The company urges customers to continue reporting their outage. Customers' reports are vital to Pepco's restoration efforts because, combined with other customer calls and the company's technology, it helps precisely identify the remaining locations without power and speeds restoration.

Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date on their individual restoration estimates, customers are encouraged to call 877-PEPCO62, visit [www.pepco.com](http://www.pepco.com), and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp). They also may follow us on Facebook and Twitter at PepcoConnect.

## **Pepco Encourages Safety Precautions**

After severe storms, Pepco urges customers to take safety precautions. Our safety tips include:

- Stay away from downed wires. Call 1-877-737-2662 and follow the prompts to report a downed wire or an outage.
- Avoid crews working in the street. This will keep you and the crews safe, and allow them to work on restoring your power.
- Visit [pepco.com](http://pepco.com) for safety tips and follow the advice of your local emergency management officials.
- If you plan to use a portable generator, follow the manufacturer's instructions and use only when necessary. Don't overload it and turn it off at night, while you sleep and when you are away from home.
- Locate a portable generator in a well-ventilated area. Never run it inside, even in your garage, to avoid the potential hazard of carbon monoxide. Do not connect the generator directly into your home's main fuse box or circuit panel.

- Protect food and refrigerated medicine with regular ice in an insulated cooler. If you are without power for more than two hours, refrigerated foods should be placed in a cooler. Foods will stay frozen for 36 to 48 hours in a fully loaded freezer if the door remains closed, and a half-full freezer will generally keep frozen food for up to 24 hours.
- Turn off power to flood-prone basement appliances if it is safe to do so. However, if you have an electrically operated sump pump, you should not turn off the power in your basement.
- Tune in to local news broadcasts for the latest weather and emergency information.

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# Media Advisory

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

Media Contact: Myra Oppel  
202-872-2680 (office)  
myraoppel@gmail.com

July 4, 2012 1:40 p.m.

## **Pepco Beats Global Restoration Estimate by Two Days**

*Today, Crews Restore Power to 90 Percent of  
443,000 Customers Affected by Storm*

- Today, Pepco beat by two days its global restoration estimate to restore power to 90 percent of its customers who lost power as a result of Friday's violent storm.
- Originally, the utility projected to have 90 percent of customer outages restored by 11 p.m., Friday, July 6.
- Since the peak of the storm, Pepco has restored nearly 400,000 customers.
  - The global estimated restoration time for remaining customers without power is still late Friday evening.
  - Pockets of customers will not have their power restored until sometime this weekend, but no later than Sunday evening.

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 5, 2012 12:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

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## **MEDIA ADVISORY**

**Join Pepco Media Spokesperson Myra Oppel at 1 p.m. Today  
For a “Power Restoration 101” Tutorial**

***Call 202 872-2080 Passcode 549287  
(Please see end of release for details)***

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## **Hundreds of Crews Are Working to Restore Power to Remaining 4 Percent of Customers**

*Final Phase of Restoration is Slow and Challenging*

WASHINGTON, D.C. – Pepco is working full force to restore power to the remaining 4 percent of customers who lost electrical service in the wake of last Friday’s violent storm. Pepco expects the majority of remaining customers without power to be restored by 11 p.m., Friday, July 6. However, some of the remaining outages are expected to extend into the weekend. The estimated restoration time for these customers is 11 p.m., Sunday, July 8.

The extensive damage associated with the remaining outages makes restoring service to these customers especially challenging. This final phase is the result of a very specific restoration process that has to occur in order to restore electricity to localized outages – major power lines must be repaired first before those smaller outages can be restored. This phase is also the most time-consuming part of the restoration effort in which crews are restoring small pockets and individual customers. When the damage is severe, restoring power to a single customer can take as much time as restoring service to a large group of customers. The majority of remaining

outages affect small groups or individual customers. Also, more damage might be identified as crews go deeper into the neighborhoods.

“This is the most challenging phase of our restoration process, tackling these localized outages and restoring power to the remaining customers without electricity,” said Thomas H. Graham, President, Pepco. “We thank customers for their patience as we enter this phase of work and we want them to know that we are getting to them as soon as we are able. We will not be satisfied or stop our efforts until every customer affected by the storm is restored.”

Pepco encourages customers who are still out of power to report their outages again and reminds them that short outages may occur as crews may need to switch power lines off and on to allow them to work safely to make repairs.

Pepco has about 2,900 personnel working on the restoration effort.

- About 1,900 field restoration personnel including:
  - 800 power line personnel from out of state;
  - 500 tree trimming personnel;
  - 400 overhead line contractors;
  - 145 internal Pepco and Delmarva Power line crew members; and
  - 70 internal underground and substation personnel.
- In addition, about 245 personnel are mobilized to answer customer calls and about 750 personnel are supporting the restoration effort in other roles.

Pepco reminds customers that if they see crews who are not actively engaged in restoring power, the crews are either:

- Waiting for electrical equipment to be de-energized or energized before working or moving on to the next job,
- Waiting for materials to arrive that were requested after surveying onsite damage, or
- Reviewing orders for the next assignment.

### **Customers Asked to Report Power Outages**

Pepco urges customers who are still without power to report their outage at [pepco.com](http://pepco.com), through the mobile app or by calling 1-877-737-2662 and following the prompts on the automated system. If reporting an emergency or another life-threatening situation such as

downed wires, a customer should immediately call 1-877-737-2662 and follow the appropriate prompts. Customers' reports are vital to Pepco's restoration efforts because, combined with other customer calls and the company's technology, it helps precisely identify the remaining locations without power and speeds restoration.

Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date on their individual restoration estimates, customers are encouraged to call 877-PEPCO62, visit [www.pepco.com](http://www.pepco.com), and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp). They also may follow us on Facebook and Twitter at PepcoConnect.

### **How Pepco Restores Power**

1. Pepco's damage assessment and restoration process begins as soon as storm conditions allow for personnel to proceed safely with gathering information and determining the extent of the damage.
2. It is important to undertake restoration work in a sequence that restores the largest number of customers first. The utility also gives priority to hospitals, and public safety facilities such as police and fire stations.
3. The company also works with local Emergency Management Agencies (EMAs) to learn county and District priorities.
4. Pepco's priorities include the following:
  - 1) Downed live wires or potentially life-threatening situations
  - 2) High priority customers such as public health and safety facilities
  - 3) Transmission lines serving thousands of customers
  - 4) Substation equipment
  - 5) Main distribution lines serving large numbers of customers
  - 6) Secondary lines serving neighborhoods
5. Pepco cannot provide restoration priority to individual customers when there are extensive power outages. If customers or their family members need life-support equipment that requires electricity to operate, they should go to an alternative location with power.

6. Though we are sensitive to the challenges associated with a loss of power, the designation of a particular outage as an ‘emergency’ is limited to those circumstances that present life-threatening conditions such as downed live wires.

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**MEDIA ADVISORY**  
**Join Pepco Media Spokesperson Myra Oppel at 1 p.m. Today**  
**For a “Power Restoration 101” Tutorial**  
**Call 202 872-2080 Passcode 549287**

Myra Oppel, Pepco media spokesperson, will explain in detail the power restoration process Pepco follows, specifically highlighting the final phase of restoration and its challenges.

Please have access to <http://www.pepco.com/home/emergency/report/> as Myra will use the restoration process graphic is at the bottom of the page to help guide the discussion around the process.

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 5, 2012 6:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Partners with American Red Cross, Emergency Management Agencies to Provide Relief Post-Derecho**

### ***Pepco Donates \$25,000 to American Red Cross***

WASHINGTON, D.C. – In the wake of the ‘derecho’ storm that struck the Washington, D.C., region a week ago, the American Red Cross and local emergency management agencies have been providing critical emergency assistance services including providing food, water and shelter to impacted residents.

In support of these efforts, Pepco today donated \$25,000 to the American Red Cross in the National Capital Region.

“Pepco appreciates greatly the American Red Cross in the National Capital Region and its volunteers and staff who have been tirelessly providing basic needs to those impacted by the violent windstorm that hit the Washington area last week,” said Thomas H. Graham, Pepco Region President. “Pepco is pleased to provide financial support to the Red Cross and the critical relief efforts being carried out by the organization.”

In response, Linda Mathes, CEO of the American Red Cross in the National Capital Region, said, “The American Red Cross is grateful for the financial support provided by Pepco. Every contribution helps make our services possible. This funding enables the Red Cross to provide shelter, food, water, emotional support and other assistance in times of great need. On behalf of the American Red Cross, thank you.”

The National Weather Service has issued a heat advisory forecasting a heat index of 105 degrees for the Washington, D.C., region that will remain in effect until 8 tonight. The extremely high temperatures are predicted through the weekend, with Saturday expected to be

the hottest day. Officials from Pepco, the American Red Cross and local emergency management agencies are advising customers to protect themselves from the extreme heat. The three groups work together closely to prepare for, and jointly respond to, natural disasters that hit the Washington region, whether they be windstorms, blizzards, hurricanes or earthquakes. In the case of power outages during the summer season, cooling centers become important facilities for resident relief.

“Cooling centers are critical to helping residents cope who lose power during heat waves,” said Prince George's County Director of Emergency Management Ronald Gill. “We are committed to ensuring the safety of county citizens during emergencies such as the one experienced after last week’s wind storm.”

Pepco also works closely with fire and police officials to educate them on how to handle emergencies involving electric power.

“The Montgomery County Office of Emergency Management and Homeland Security has worked closely with Pepco around emergency response, especially around training first responders on how to handle emergencies involving live power lines,” said Chris Voss, Montgomery County Emergency Management. “Pepco’s Emergency Services Partnership Program has made the safety of our first responders a priority.”

Cooperation among utilities and emergency management agencies is central to an integrated response to community disasters.

“Although no amount of preparation can prevent catastrophic damage from windstorms such as the one that struck us last Friday, effective collaboration between utilities and the EMA is critical for being able to respond as effectively as possible,” said Chris Geldart, District of Columbia Director of Homeland Security and Emergency Management Agency.

Below are some tips for coping with the heat from the American Red Cross of the National Capital Area:

- **Dress for the heat.** Wear lightweight, light-colored clothing, wear hats or to use an umbrella.
- **Drink water.** Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid alcohol and caffeine and using salt tablets unless directed to do so by a physician.
- **Eat small meals and eat more often.**

- **Slow down.** If you must do strenuous activity, do it during the coolest part of the day, which is usually between 4 a.m. and 7 a.m.
- **Stay indoors when possible.** If air-conditioning is not available, stay on the lowest floor out of the sunshine.
- **Be a good neighbor.** During heat waves, check on elderly residents in your neighborhood and those who do not have air conditioning.
- For more information on coping with the heat, visit the [American Red Cross website at www.redcrossna.org](http://www.redcrossna.org).

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 5, 2012 8:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Urges Customers to Conserve Energy**

### *High Heat, Storm Damage and High Electrical Demand Taxing the System*

WASHINGTON, D.C. – The National Weather Service issued a heat advisory today for the Washington, D.C., region and predicts continuing extreme heat into the weekend with temperatures exceeding 100 degrees.

This record heat, damage to the electric system from the recent storm and high demand for electricity, as customers seek to cool their homes, are stressing the capabilities of the electric system. In response, Pepco is asking customers to conserve electricity.

Hundreds of crews continue to work around the clock to restore customers who remain without power from last week's violent storm as well as address pockets of new outages caused by the high heat conditions.

#### **Tips for Conserving Energy**

Pepco recommends the tips below for conserving energy. To learn more, visit [www.pepco.com/energy/conservation/](http://www.pepco.com/energy/conservation/).

- During hot weather, a central air conditioner can account for 30 percent of a customer's energy bill. Pepco suggests checking the air filter regularly – a clean air filter improves system efficiency, which should lead to energy savings.
- Set your thermostat at 78 degrees Fahrenheit, a reasonably comfortable and energy-efficient indoor temperature.

- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant.
- Be sure all windows are shut and outside doors are closed when the air conditioning is on.
- It is important not to have lamps, televisions or other heat sources close to the air conditioner thermostat. Heat from these sources may cause the air conditioner unit to run longer than it should.
- Check to ensure that no furniture or other obstacles are blocking ducts or fans. This will enable cooled air to circulate freely, making your home more comfortable.

For more information and updates, visit [www.pepco.com](http://www.pepco.com), follow us on Facebook and Twitter at PepcoConnect and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp).

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**  
**July 6, 2012, 12:30 p.m.**

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Works to Restore Final 1 Percent of Customers Impacted by Last Friday's Storm**

*1,900 Field Crews Still Hard at Work*

*Customers Urged to Conserve Energy and  
Report Remaining Power Outages*

WASHINGTON, D.C. – Pepco continues its non-stop, full-force efforts to restore the 1 percent of customers who remain without power as a result of last Friday's storm. Crew resources have been assigned to restore service to each of the remaining outages in the District of Columbia and Prince George's County. Those customers are expected to be restored by the end of the day.

A number of outages will remain into the weekend in Montgomery County due to heavy localized storm damage that is making repairs much more labor intensive. Those customers are expected to be back in service no later than 11 p.m., Sunday, July 8. Pepco urges customers to continue reporting outages and requesting call-backs.

Crews are concentrating today and this weekend on making repairs to small pockets of customers, including individual outages. Repairing these remaining customers is especially challenging as the time involved to make repair can be as lengthy as it is when restoring larger numbers of customers. Also more system damage may be discovered deeper into a neighborhood that requires additional repair work.

"I want to thank our customers for their patience and support during the massive restoration effort. While we continue to work around-the-clock to restore power to every customer affected by Friday's storm, we urge all customers without power to let us know of their outage," said Thomas H. Graham, President, Pepco. "By responding to call-backs and reporting

lingering outages, customers play an integral role in the company's ability to identify persistent, localized outages.”

Pepco continues to deploy about 2,900 personnel to complete the restoration effort.

- About 1,900 field restoration personnel including:
  - 800 power line personnel from out of state;
  - 500 tree trimming personnel;
  - 400 overhead line contractors;
  - 145 internal Pepco and Delmarva Power line crew members; and
  - 70 internal underground and substation personnel.
- In addition, about 230 personnel are mobilized to answer customer calls and about 750 personnel are supporting the restoration effort in other roles.

Pepco cautions that new outages may occur as tree limbs continue to fall and disrupt service and as crews switch main power lines off and on to allow them to work safely.

Extreme heat is forecasted for the Washington metropolitan area throughout the weekend, and new outages that are heat-related may occur. This heat, combined with existing storm-related damage to the electric system and high demand for electricity as customers seek to cool their homes, can stress the electrical system. Pepco asks customers to continue conserving electricity.

The following tips will help customers reduce their energy use:

- During hot weather, a central air conditioner can account for 30 percent of a customer's energy bill. Pepco suggests checking the air filter regularly – a clean air filter improves system efficiency, which should lead to energy savings.
- Set your thermostat at 78 degrees Fahrenheit, a reasonably comfortable and energy-efficient indoor temperature.
- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant.
- Be sure all windows are shut and outside doors are closed when the air conditioning is on.
- It is important not to have lamps, televisions or other heat sources close to the air conditioner thermostat. Heat from these sources may cause the air conditioner unit to run longer than it should.

- Check to ensure that no furniture or other obstacles are blocking ducts or fans. This will enable cooled air to circulate freely, making your home more comfortable.

To learn more, visit [www.pepco.com/energy/conservation/](http://www.pepco.com/energy/conservation/).

### **Customers Asked to Report Power Outages**

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Pepco also asks customers to request a call-back when reporting an outage. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date on their individual restoration estimates, customers are encouraged to call 877-PEPCO62, visit [www.pepco.com](http://www.pepco.com), and download our mobile app at [www.pepco.com/mobileapp](http://www.pepco.com/mobileapp). They also may follow us on Facebook and Twitter at PepcoConnect.

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 6, 2012 10:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco to Restore Power Overnight to Remaining Customers in Prince George's County Impacted by Last Friday's Storm**

WASHINGTON, D.C. – Pepco expects to restore power overnight to all remaining customer outages in Prince George's County that resulted from the derecho that hit the Washington Metropolitan area last Friday. Prince George's County accounted for a total of more than 141,000 outages of the more than 443,000 outages caused by the storm.

Outages in the District of Columbia that resulted from last Friday's storm are expected to be fully restored tomorrow, and work continues to restore customers in Montgomery County who lost power during the storm. A number of those outages will remain into the weekend due to heavy localized storm damage that makes repairs very labor intensive. All customers impacted by the derecho are expected to be back in service by 11 p.m., Sunday, July 8. Pepco urges customers to continue reporting outages and requesting call-backs.

Extreme heat continues to hit the Washington Metropolitan area, and the National Weather Service has issued an Excessive Heat Warning effective from 11 a.m. Saturday to 10 p.m. Saturday. The National Weather Service reports that the temperature in the D.C. area could reach a high of around 103 degrees tomorrow. This record heat, damage to the electric system from the recent storm and high demand for electricity, as customers seek to cool their homes, are stressing the capabilities of the electric system. In response, Pepco is asking customers to conserve electricity.

### **Tips for Conserving Energy**

Pepco recommends the tips below for conserving energy. To learn more, visit [www.pepco.com/energy/conservation/](http://www.pepco.com/energy/conservation/).

- During hot weather, a central air conditioner can account for 30 percent of a customer's energy bill. Pepco suggests checking the air filter regularly – a clean air filter improves system efficiency, which should lead to energy savings.
- Set your thermostat at 78 degrees Fahrenheit, a reasonably comfortable and energy-efficient indoor temperature.
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- It is important not to have lamps, televisions or other heat sources close to the air conditioner thermostat. Heat from these sources may cause the air conditioner unit to run longer than it should.
- Check to ensure that no furniture or other obstacles are blocking ducts or fans. This will enable cooled air to circulate freely, making your home more comfortable.

### **Customers Asked to Report Power Outages**

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Pepco also recommends, when reporting an outage, customers request a call-back. Call-backs allow Pepco to notify customers when work in their area is completed. However, although area work has been completed, not every customer may have been restored, if further damage is located on equipment directly serving a customer's home. The call-backs help the utility to locate outages that are specific to customers' homes and still need to be addressed.

To keep up to date on their individual restoration estimates, customers are encouraged to call 877-PEPCO62, visit [www.pepco.com](http://www.pepco.com), and download our mobile app at

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
pepco.com  
NYSE: POM

**FOR IMMEDIATE RELEASE**

July 7, 2012 8:30 a.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Prince George's County Outages from Last Week's Storm Restored**

*Pepco Continues Work to Restore All Derecho-Related Outages  
Customers Urged to Conserve Energy Amidst Extreme Heat*

WASHINGTON, D.C. – Around 11 p.m. last night, Pepco restored power to all customer outages in Prince George's County that resulted from last Friday's violent storm. Today, Pepco expects to fully restore all outages in the District of Columbia that resulted from the derecho.

Work continues to restore customers in Montgomery County who lost power during the storm. A number of those outages will remain into the weekend due to heavy localized storm damage that makes repairs very labor intensive. All customers impacted by the derecho are expected to be back in service by 11 p.m., Sunday, July 8. Pepco urges customers to continue reporting outages and requesting call-backs. Further, customers are reminded that the majority of the outages that appear on Pepco's website are new outages that are not related to last Friday's storm.

Extreme heat continues to hit the Washington Metropolitan area, and the National Weather Service has issued an Excessive Heat Warning effective today from 11 a.m. to 10 p.m. The National Weather Service reports that the temperature in the D.C. area could reach a high of around 104 degrees today. Such heat can stress the capability of the electric system and cause more power outages. To reduce the amount of stress on the system throughout this record heat, and to potentially prevent additional outages, Pepco encourages customers to conserve electricity.

### **Tips for Conserving Energy**

Pepco recommends the below tips for conserving energy. To learn more, visit [www.pepco.com/energy/conservation/](http://www.pepco.com/energy/conservation/).

- During hot weather, a central air conditioner can account for 30 percent of a customer's energy bill. Pepco suggests checking the air filter regularly – a clean air filter improves system efficiency, which should lead to energy savings.
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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
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**FOR IMMEDIATE RELEASE**

July 7, 2012 9 a.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Monitors the Weekend Forecast and Prepares for Potential Severe Weather**

WASHINGTON, D.C. – As Pepco works around the clock to restore power to the last customers who remain without power from last Friday’s derecho, it is also carefully monitoring the weekend forecast which is calling for more severe storms. Amidst record-breaking heat, the forecast is calling for more severe storms on Saturday and Sunday which may include damaging winds, lightning and hail.

Customers should be prepared for this weather and power outages that it may cause. The tree canopy is already weakened from last week’s storm and is vulnerable to further damage that may be caused by additional wind and rain. Pepco is fully prepared to respond to the potential impacts of these forecasted weather conditions, and has a full complement of utility and contractor line crews and tree crews, as well as damage assessors on hand to attack any outages. In addition, Pepco retained mutual assistance crews from the past week’s restoration effort in anticipation of this weekend’s forecasted weather. These crews are ready to assist in another restoration effort should it be required.

If the Washington Metropolitan area does get hit with these potential storms, work will continue with state and local emergency management agencies, if they are activated, to address concerns and priorities of the respective communities. “Our personnel, including both Pepco and mutual assistance crews, have been working tirelessly for the last week in extreme, and often times dangerous conditions,” said Thomas Graham, President, Pepco. “However, if called upon, we are at the ready to respond to another storm event. We appreciate our customers’ patience and tolerance during these challenging times.”

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# Media Advisory

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701 Ninth Street NW  
Washington, DC 20068  
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Media Contact: Myra Oppel  
202-872-2680 (office)  
myraoppel@gmail.com

July 7, 2012 12:30 p.m.

## **District of Columbia Outages from Last Week's Storm Restored**

*Pepco Continues Work in Montgomery County  
to Restore All Derecho-Related Outages*

*Customers Urged to Conserve Energy Amidst Extreme Heat*

WASHINGTON, D.C. – Pepco has restored power today to all customer outages in the District of Columbia that resulted from last Friday's violent storm.

Work continues to restore service to the fewer than 600 remaining customers in Montgomery County who lost power during the storm. Crews have been assigned to each outage to complete repair work, and are concentrating on heavy localized storm damage that makes repairs very labor intensive.

All customers impacted by the derecho are expected to be back in service by 11 p.m., Sunday, July 8. Pepco urges customers to continue reporting outages and requesting call-backs. Further, customers are reminded that the majority of the outages that appear on Pepco's website are new outages that are not related to last Friday's storm.

Extreme heat continues to bake the Washington metropolitan area. Such heat can stress the integrity of the electric system and cause more power outages. To reduce the amount of stress on the system, and potentially prevent additional outages, Pepco encourages customers to conserve electricity.

### **Tips for Conserving Energy**

Pepco recommends the below tips for conserving energy. To learn more, visit [www.pepco.com/energy/conservation/](http://www.pepco.com/energy/conservation/).

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# NEWS RELEASE

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701 Ninth Street NW  
Washington, DC 20068  
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**FOR IMMEDIATE RELEASE**

July 7, 2012 5:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Full Restoration of Customers Affected by June 29 Storm**

*Crews Assigned to the Last Few Remaining Customers*

*Company Implemented Strategic Restoration Plan*

*Mobilized 3,000 Resources to Complete Restoration*

WASHINGTON, D.C. – Crews have been assigned to restore service to each of the last few remaining customers of the more than 443,000 customers who lost power in the wake of the violent and destructive storm that hit the Washington metropolitan area on Friday, June 29. As of 5 p.m., less than 100 customers remained out of service. Pepco expects the majority of these customers to be restored this evening.

With the support of about 3,000 total personnel, Pepco has worked full force, around the clock, to restore power to customers impacted by the storm. The vast majority of customers were restored by Wednesday, July 4. A number of outages persisted into the weekend due to heavy localized tree damage that impeded progress and made repairs more challenging.

“The derecho storm was by many accounts the most destructive to strike the Mid-Atlantic region since Hurricane Isabel nearly a decade ago. Restoring service has been a mammoth effort involving about 3,000 internal and external personnel with reinforcements from as far away as Canada, Oklahoma and Florida,” said Thomas H. Graham, Pepco Region President. “We appreciate the patience and understanding of our customers who had to cope with outages during record-breaking heat. We thank all personnel dedicated to the restoration effort, our partners at the emergency management agencies who provided critical relief coordination and support, and government officials and the media who assisted with communicating to our valued customers.”

## **Damage Recap**

The June 29 derecho struck the mid-Atlantic area with wind gusts in excess of 70 miles per hour. The high winds toppled and split trees, knocked down power lines and poles, crushed cars and homes, blocked intersections and generally wrought nearly unprecedented damage to Pepco's electric system infrastructure.

At its peak, the storm left more than 443,000 Pepco customers without power. In the District of Columbia, 63,849 customers were without power at peak; in Montgomery County, Md., 237,925 customers; and in Prince George's County, 141,340. Also at peak, the storm left 4.1 million customers without power throughout the Midwest and Mid-Atlantic.

## **Pepco's Response**

Although the derecho storm provided little warning, in preparation for the possible weekend thunderstorms, Pepco activated its emergency incident response plan early on Friday, June 29, holding over line crews, securing local contractors, activating its internal emergency response personnel and reviewing material inventories. By 6 a.m., Saturday, June 30, all Pepco employees were on deck, outside reinforcements were being aggressively recruited and a comprehensive damage assessment and initial restoration effort begun. By Monday, 700 outside crew members had arrived to support the restoration effort. That number would grow to more than 800 for a total force of about 2,000 Pepco, local contractor and out-of-state field crew members. These crews remained hard at work through the following weekend. Including support personnel, Pepco had a total of more than 3,000 resources dedicated to the restoration effort.

To help process incoming crews and strategically distribute materials, two staging areas were up and running by Saturday afternoon, June 30—one at the Montgomery County Fairgrounds and another at the Capital Plaza Shopping Center in Prince George's County. In addition, the company activated its regional storm centers to more effectively dispatch crews to local outages.

To keep customers informed, Pepco proactively updated Twitter, Facebook, the mobile outage reporting and tracking application, and the website, which experienced an increase of traffic of 1,600 percent; answered more than 575,000 customer phone calls; issued continual

press updates; held press conferences; conducted countless media interviews; and held daily conference calls with government officials.

Pepco personnel staffed the state and local emergency management agencies and emergency operations centers and the company was in constant contact with fire departments and departments of transportation to ensure a coordinated community response.

### **Post-Restoration Follow-Up**

The extreme heat forecast for the remainder of the weekend, combined with existing storm-related damage to the electric system and high demand for electricity may cause additional outages. Pepco asks customers to continue conserving electricity.

The following tips will help customers reduce their energy use:

- During hot weather, a central air conditioner can account for 30 percent of a customer's energy bill. Pepco suggests checking the air filter regularly – a clean air filter improves system efficiency, which should lead to energy savings.
- Set your thermostat at 78 degrees Fahrenheit, a reasonably comfortable and energy-efficient indoor temperature.
- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant.
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701 Ninth Street NW  
Washington, DC 20068  
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NYSE: POM

**FOR IMMEDIATE RELEASE**

July 8, 2012 1:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Pepco Completes Full Restoration of Customers Impacted by Derecho**

*300,000 crew man-hours estimated, 3,000 personnel mobilized for eight-day restoration  
19,000 cases of water and energy drinks supplied to keep crews hydrated  
260 poles, 170 transformers supplied— more than Hurricanes Isabel or Irene*

WASHINGTON, D.C. – Overnight, Pepco completed restoration to the final few customers without power as a result of the violent and destructive storm that struck the Washington region on Friday, June 29. At peak, the utility had more than 443,000 customers without service.

According to the U.S. Department of Energy, the storm left more than 3.8 million customers without power throughout the Midwest and Mid-Atlantic. A report issued by the Federal Emergency Management Agency Sunday morning, July 8, states that more than 146,000 customers remain without power due to the derecho. FEMA attributes 34 fatalities to the storm and reports that overnight more than 30 overnight mass care shelters were open in five states as citizens continue to cope with derecho's aftermath. Because of the storm's devastating impact, the governors of District of Columbia, Maryland, Virginia, West Virginia and Ohio all declared a state of emergency.

With the support of about 3,000 total personnel, Pepco worked full force, around the clock, to restore the vast majority of customers without power in the Washington, D.C., region by Wednesday, July 4. A number of outages persisted into the weekend due to heavy localized tree damage that impeded progress and made repairs more challenging.

To execute repairs, Pepco's Materials department issued crews about 260 electric poles and 170 transformers, which is considerably more than was needed for restoration after either Hurricane Isabel or Irene.

An estimated 300,000 man-hours were expended to restore customers, including call center support. Pepco secured about 1,000 hotel rooms to house field crews over an eight-day period, arranged more than 53,000 meals and issued about 10,000 cases of water and 9,000 cases of energy drinks to keep crews sufficiently hydrated during the high heat the region experienced last week. In addition, the company supplied about 376,000 pounds of ice to crew members to combat heat.

“The derecho storm was by many accounts the most destructive to hit the Mid-Atlantic region since Hurricane Isabel nearly a decade ago. Restoring service has been a mammoth effort involving about 3,000 Pepco and external personnel with reinforcements from as far away as Canada, Oklahoma and Florida,” said Thomas H. Graham, Pepco Region President. “We appreciate the patience and understanding of our customers who had to cope with outages during record-breaking heat. We thank all personnel dedicated to the restoration effort, our partners at the emergency management agencies who provided critical relief coordination and support, and government officials and the media who assisted with communicating to our valued customers.”

### **Damage Recap**

The June 29 derecho struck the mid-Atlantic area with wind gusts in excess of 70 miles per hour. The high winds toppled and split trees, knocked down power lines and poles, crushed cars and homes, blocked intersections and generally wrought unprecedented damage to Pepco’s electric system infrastructure.

At its peak, the storm left more than 443,000 Pepco customers without power. In the District of Columbia, about 64,000 customers were without power at peak; in Montgomery County, Md., 238,000 customers; and in Prince George’s County, 141,000.

### **Pepco’s Response**

Although the derecho storm provided little warning, in preparation for possible weekend thunderstorms, Pepco activated its emergency incident response plan early on Friday, June 29, holding over line crews, securing local contractors, activating its Pepco emergency response personnel and reviewing material inventories. By 6 a.m., Saturday, June 30, all Pepco employees were on deck, outside reinforcements were being aggressively recruited and a comprehensive damage assessment and initial restoration effort begun. By Monday, 700 outside

crew members had arrived to support the restoration effort. That number would grow to more than 800 for a total force of about 2,000 Pepco, local contractor and out-of-state field crew members. These crews remained hard at work through the following weekend.

Including support personnel, Pepco had a total of more than 3,000 resources dedicated to the restoration effort.

To help process incoming crews and strategically distribute materials, two staging areas were up and running by Saturday afternoon, June 30—one at the Montgomery County Fairgrounds and another at the Capital Plaza Shopping Center in Prince George’s County. In addition, the company activated its regional storm centers to more effectively dispatch crews to local outages.

To keep customers informed, Pepco proactively updated Twitter, Facebook, the mobile outage reporting and tracking application, and the website, which experienced an increase of traffic of 1,600 percent; answered more than 575,000 customer phone calls; issued continual press updates; held press conferences; conducted countless media interviews; and held daily conference calls with government officials.

Pepco personnel staffed the state and local emergency management agencies and emergency operations centers and the company was in constant contact with fire departments and departments of transportation to ensure a coordinated community response.

### **Post-Restoration Follow-Up**

The high heat forecast for the remainder of the weekend, combined with existing storm-related damage to the electric system and high demand for electricity may cause additional outages. Pepco asks customers to continue conserving electricity.

The following tips will help customers reduce their energy use:

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**FOR IMMEDIATE RELEASE**

July 8, 2012 9:30 p.m.

Media Contact: Myra Oppel  
202-872-2680 (office)  
myra.oppel@pepcoholdings.com

## **Critical Facilities Required Extra Focus During Derecho Restoration Effort**

*Nursing homes, drinking water pumping stations were severely impacted  
Each priority outage required multiple crews, utility trucks and support personnel*

WASHINGTON, D.C. – In the aftermath of the June 29 derecho storm, Pepco crews worked around the clock to get power restored to critical public health and safety facilities. Pepco restored all hospitals without service within 48 hours after the storm passed.

Special attention was focused on the 147 critical care facilities such as nursing homes and assisted living centers that lost power following the June 29 storm. It took 48 hours, 300 resources or about 25 percent of the field technical crew to attack these outages and restore power. For example, one nursing home in Bethesda, Md., had multiple poles down and required about 50 crew members, 26 bucket trucks and five to six diggers to restore service to just this one facility.

Also, a stretch of Bradley Lane in Bethesda, Md., where three nursing homes are located, required 30 crew members and 20 bucket trucks to restore service. Two major power lines had been damaged and the wires were a tangled mess.

Another top priority was restoring the Washington Suburban Sanitary Commission Potomac Pumping Filtration Center necessary for clean drinking water and sewage. It took about 100 crew members to repair a major power line that supplies power to the plant. An additional 50 crew members worked 36 hours non-stop to repair the Wheaton auxiliary pumping station that pushes water throughout Montgomery County and the Sandy Landing Pumping station that serves Rockville. There were many trees and poles down in a densely wooded area

with no easy access. Before repair work could begin, downed trees and debris had to be cleared away.

Pepco also partnered with the District of Columbia, Montgomery County and Prince George's County Public Works and Transportation agencies to clear intersections and make them safe. About 20 crew members and 10 bucket trucks worked to get this done.

Coordination among Pepco and state and local emergency management agencies is essential to the integrated response required when natural disasters such as an earthquake, hurricane or derecho devastate the Washington, D.C., metropolitan region.

In the aftermath of the June 29 storm, Pepco embedded communications personnel into state and local emergency management agencies (EMA) and emergency operations center to facilitate communications and collaborate on setting priorities for restoring critical public health and safety facilities.

“Although no amount of preparation can prevent catastrophic damage from windstorms such as the one that struck us last Friday, effective collaboration between utilities and the EMA is critical for being able to respond as effectively as possible,” said Chris Geldart, District of Columbia Director of Homeland Security and Emergency Management Agency.

After the storm, Pepco responded to more than 4,000 reports of downed wires, whether they were electric or communications cables. Pepco works closely with fire and police officials to ensure they know how to safely work around wires down and other electrical emergencies.

“The Montgomery County Office of Emergency Management and Homeland Security has worked closely with Pepco around emergency response, especially around training first responders on how to handle emergencies involving live power lines,” said Chris Voss, Montgomery County Emergency Management. “Pepco's Emergency Services Partnership Program has made the safety of our first responders a priority.”

Local EMAs also provide shelter, food, water and other assistance to citizens in times of great need. During the recent record-breaking heat, cooling centers were an important part of the emergency response plan.

“Cooling centers are critical to helping residents cope who lose power during heat waves,” said Prince George's County Director of Emergency Management Ronald Gill. “We are committed to ensuring the safety of county citizens during emergencies such as the one experienced after last week's wind storm.”

“We are grateful to our government partners who help ensure a coordinated, integrated, community response after devastating natural events,” said Thomas H. Graham, Pepco Region President.

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*Pepco, a subsidiary of Pepco Holdings, Inc. (NYSE: POM), delivers safe, reliable and affordable electric service to more than 788,000 customers in Maryland and the District of Columbia.*

**CERTIFICATE OF SERVICE**

I hereby certify that on behalf of Potomac Electric Power Company, the forgoing Major Outage Event Report on the June 29 – July 8, 2012 Derecho was sent by hand delivery, postage prepaid and/or electronic mail on this 30<sup>th</sup> day of July 2012 to the below-listed parties in Case No. 9298.

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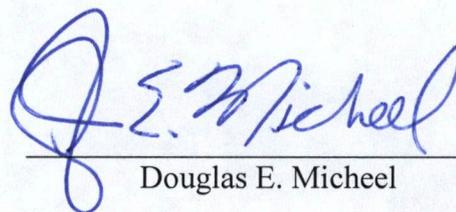
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