



# Atlantic City Electric **Reference Guide**



atlantic city  
electric<sup>SM</sup>

AN EXELON COMPANY

March 2022

## Introduction

At Atlantic City Electric, we are committed to providing safe, reliable, affordable and clean energy service for our customers and communities. As part of this effort we are providing you with our Reference Guide for New Jersey Public Officials. This guide was developed to provide you with key information on energy topics that impact all southern New Jersey residents and provides information that may be of interest or value for your constituents.

Atlantic City Electric continues to take innovative steps to strengthen our services for customers. Through reduced energy consumption, the modernization of our energy grid, the implementation of innovative rate structures, and support for renewable energy, we are helping customers make more informed decisions about their energy use, helping them save money and minimize their carbon footprint.

This manual will assist you and your staff in addressing energy questions that may arise during the year; however, because there are many complex and rapidly evolving energy topics that affect our customers and your constituents, our Governmental and External Affairs Team is always available to answer your questions. Please feel free to reach out to our team members for assistance.

**Do you have concerns or questions related to your community or constituents? If so, our external affairs managers are available to assist.**

### CITY AND COUNTY CONTACTS

**Cumberland, Gloucester, Salem counties:**

Bert Lopez, [bert.lopez@atlanticcityelectric.com](mailto:bert.lopez@atlanticcityelectric.com)

**Atlantic, Burlington and Ocean counties:**

Ken Mosca, [ken.mosca@atlanticcityelectric.com](mailto:ken.mosca@atlanticcityelectric.com)

**Camden, Burlington, Gloucester and Atlantic counties:**

Alexandria C. Likanchuk, [alexandria.likanchuk@atlanticcityelectric.com](mailto:alexandria.likanchuk@atlanticcityelectric.com)

**Cape May County:**

Ronnie Town, [veronica.town@atlanticcityelectric.com](mailto:veronica.town@atlanticcityelectric.com)

### STATE CONTACT

Mike Wallace, [michael.wallace@exeloncorp.com](mailto:michael.wallace@exeloncorp.com)

Stay up to date with Atlantic City Electric by following [@ACElecConnect](#) on Twitter, liking [@AtlanticCityElectric](#) on Facebook, or visiting *The Source*, our online hub for stories and updates located at [thesource.pepcoholdings.com/atlantic-city-electric](https://thesource.pepcoholdings.com/atlantic-city-electric).

# Index

---

<b>Customer Programs &amp; Assistance</b> .....	2
Frequently Used Numbers	
Customer Resources	
Energy Assistance Programs	
Energy Efficiency	
Electric Vehicle Programs & Services	
Scams and Imposters	
Construction and Remodeling	
<b>Rates</b> .....	11
Supply & Delivery Charges	
<b>Infrastructure Investment &amp; Reliability</b> .....	12
Electric Grid Investment & Reliability	
Tree Trimming & Vegetation Management	
Permitting Structures on Atlantic City Electric’s Easements and Rights-of-Way	
Outage & Restoration Information	
<b>Renewable Energy</b> .....	18
Customer Generation	
Climate Commitment	
<b>The Future of Energy Service &amp; Proposed Programs</b> .....	21
Smart Energy Network	
<b>Commitment to Community</b> .....	23
Community Impact	
Sustainable Communities	
Student Climate Challenge	
Diversity, Equity & Inclusion	
Employee Volunteerism	
Economic & Workforce Development	
Lobbying Policy and Compliance Standards	

# Customer Assistance



## Frequently Used Numbers

### Outages and Emergencies

---

#### Electric Service

Contact us to report your emergency 24/7

**Emergencies/Power Outages/Downed Lines** ..... 800-833-7476

#### Call Before You Dig

**NJ One Call** ..... 811, 800-272-1000

### Customer Service

---

Representatives are available to assist customers with account inquiries  
7 a.m. to 7 p.m., Monday through Friday.

**Customer Service** ..... 800-642-3780

**TTY English** ..... 800-852-7899

**TTY Spanish** ..... 800-642-3780

### Renewable Energy

---

#### Green Power Connection

Green Power Connection provides resources to Atlantic City Electric customers interested in generating their own electricity and connecting to the local energy grid. Contact our Green Power Connection Team:

**By phone:** ..... 866-634-5571

**Online:** ..... [atlanticcityelectric.com/GreenPowerConnection](http://atlanticcityelectric.com/GreenPowerConnection)

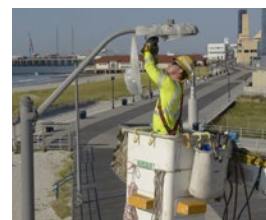
**By email:** ..... [gpc-north@pepcoholdings.com](mailto:gpc-north@pepcoholdings.com)

### Streetlight Maintenance

---

#### To Report a Streetlight Outage

Customers can report streetlight issues by contacting Atlantic City Electric's Customer Care Center, through our streetlight reporting system—a self-service, online map that enables customers to report a streetlight issue directly to Atlantic City Electric—or by downloading our mobile app at [atlanticcityelectric.com/MobileApp](http://atlanticcityelectric.com/MobileApp).



**By Phone:** ..... 800-833-7476

**Online:** ..... [atlanticcityelectric.streetlightoutages.com](http://atlanticcityelectric.streetlightoutages.com)

Always assume downed power lines are energized and stay away. To report a downed wire, call 800-833-7476.

## Customer Resources

Atlantic City Electric Customer Care is available to assist customers with bill payment, budget billing, payment assistance, and more.



### My Account

Atlantic City Electric is committed to providing customers with new and innovative ways to manage their energy use. My Account is our free online tool that allows customers to proactively compare and analyze their personal energy use, pay their bills, and find ways to save.

By tracking energy use, comparing usage trends, and discovering the results of energy-saving practices, customers can manage their energy more efficiently.

Customers interested in signing up for My Account can visit [atlanticcityelectric.com/myaccount](http://atlanticcityelectric.com/myaccount) to enroll.

### Mobile App

Atlantic City Electric also offers a mobile app that makes getting information quick and easy. The mobile app can be downloaded at [atlanticcityelectric.com/mobileapp](http://atlanticcityelectric.com/mobileapp). Customers who have My Account can log into the app to:

- Report outages
- Receive notifications for outage restoration progress
- Use an interactive outage map to check the status of outages in their area
- Report streetlight issues
- View and pay their bill
- Set up Budget Billing
- Monitor their energy use



**Customer Care representatives are available to assist customers with account inquiries from 7 a.m. to 7 p.m., Monday through Friday at 800-642-3780.**

### Budget Billing

With Atlantic City Electric's Budget Billing option, customers can avoid seasonal peaks in their electric bills by dividing their payments evenly over the course of the year. This plan makes it easier for customers to budget and pay their energy bill each month. The budget installment amount is based off past energy usage patterns at the location where the customer receives service and is reviewed and adjusted periodically based on their actual energy use.

Customers can sign up for Budget Billing through the My Account portal at [atlanticcityelectric.com](http://atlanticcityelectric.com) or by calling customer service at 800-642-3780.



## Energy Assistance Programs

Atlantic City Electric offers programs and services to help those in need, including energy assistance, help for customers with special needs, and ways for neighbors to help neighbors. Our Customer Advocacy team works directly with customers at a community level to assist them in identifying resources that can help them with their energy needs. Our team also serves as a liaison between Atlantic City Electric and the community partners that serve our limited-income customers.

---

### Federal and state energy assistance programs are available to eligible New Jersey residents who need help paying their bills.

**The Low-Income Home Energy Assistance Program (LIHEAP)** is administered by the New Jersey Department of Community Affairs and assists residents in paying for heating costs and certain medically necessary cooling expenses. Applications are accepted during the program year, October 1st – June 30th. For more information, call **800-510-3102** or visit **energyassistance.nj.gov**.

**The Universal Service Fund (USF)** helps ensure energy bills are more affordable for eligible customers. Call **800-510-3102** or visit **energyassistance.nj.gov** for details.

**New Jersey SHARES** is a nonprofit corporation that provides assistance to income eligible New Jersey households with energy, telephone and water bills. Visit **njshares.org** or call **866-657-4273** for details.

**The Payment Assistance for Gas and Electric (PAGE)** program provides relief on natural gas and electric bills for limited- to moderate-income New Jersey households that are experiencing a temporary financial crisis. For more information, call **732-982-8710** or visit **njpoweron.org**.

**Lifeline** is a utility assistance program that offers \$225 to persons who meet certain income guidelines. This benefit includes utility customers as well as tenants whose utility bills are included in their rent. Call **800-792-9745** or visit **aging.nj.gov** for details.

**Emergency Rental Assistance (ERA)** provides New Jersey households with temporary rental and utility assistance to limited and moderate-income households that have had a substantial reduction in income due to the COVID-19 pandemic. Visit **<https://njaa.com/covid19rentalassistanceprograms/>** or call **609-490-4550**.

For more information about energy assistance programs, visit **[atlanticcityelectric.com/EnergyAssistance](http://atlanticcityelectric.com/EnergyAssistance)**.

## Atlantic City Electric payment options that can help you manage your bills.

**Budget Billing:** You can avoid seasonal peaks in your electric bills by dividing your payments evenly over the course of the entire year. This plan makes it easier for you to budget and pay your bill each month, because you'll know your regular payment amount.

**Payment Arrangements:** We offer a variety of individually tailored payment arrangements aimed at bringing the account up-to-date over a mutually agreeable period of time.

**Extended Payment Date Plan:** If your main source of household income is from government or other low-income entitlement programs, you may qualify for a regular extension of your bill due date without incurring a late charge.

For additional information about payment options, call **800-642-3780** or visit **atlanticcityelectric.com**.

Income eligibility for most programs is based on 30-days prior to application. If you have recently become unemployed or underemployed, your eligibility may have changed.



For a complete list of energy assistance programs, visit [atlanticcityelectric.com/Help](https://atlanticcityelectric.com/Help).

## Energy Efficiency

We are committed to providing customers with innovative solutions to meet their energy needs, enhancing customer experience, and developing new tools and programs to help customers save money and energy. We have a strong track record delivering effective energy efficiency programs and work throughout the year to connect customers to available offerings in New Jersey.

---

### Quick Home Energy Check-Up Program

Quick Home Energy Check-up is a fast and easy program available to customers that provides customized recommendations to reduce energy use in a home. This free program is provided at no additional cost by Atlantic City Electric. Atlantic City Electric customers are eligible to participate in a free home evaluation conducted by one of our expert energy analysts to identify opportunities to save money and energy.

During a Quick Home Energy Check-up, a trained energy analyst will:

- Assess a home's energy use
- Recommend energy-saving improvements
- Help residents save right away through the installation of energy-saving products

Atlantic City Electric customers can schedule a free Quick Home Energy Check-up by calling 855-861-0151.



# Customer Assistance



For a complete list of energy efficiency offerings, visit [homeenergysavings.atlanticcityelectric.com](http://homeenergysavings.atlanticcityelectric.com).

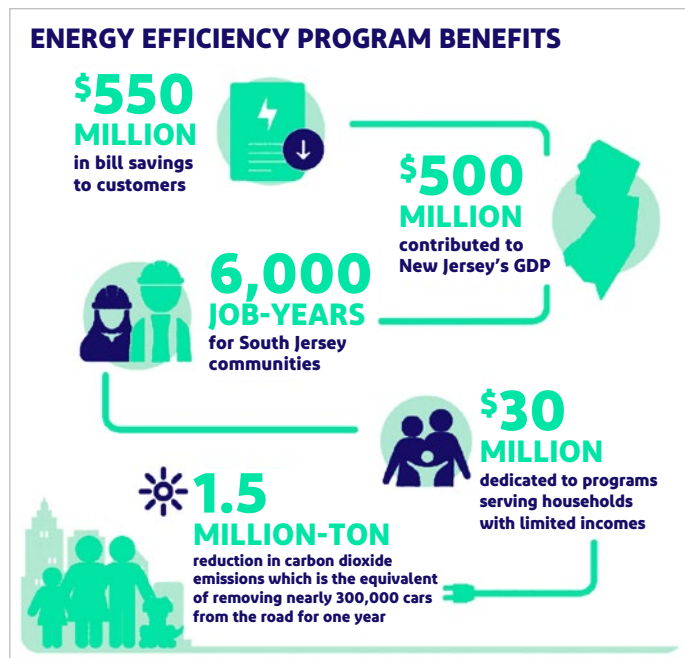
## Residential Programs

Save energy and money by taking advantage of these additional solutions for your home.

- **Appliance Rebate Program** – Get rebates up to \$750 when you purchase qualifying ENERGY STAR® certified products.
- **Appliance Recycling Program** – Recycle your old, working refrigerator or freezer and get \$50 – plus pickup and disposal at no cost. Receive an additional \$25 for recycling a working room air conditioner or dehumidifier at the same time.
- **Home Performance with ENERGY STAR® Program** – Get up to \$5,000 in rebates for making energy efficient home upgrades. A Participating Contractor will perform a comprehensive Home Energy Assessment, install no-cost energy savings products and provide details on potential improvements.
- **Home Weatherization Program** – Income qualified customers can receive energy efficient upgrades such as insulation, air-sealing and other energy saving measures at no additional cost. Call 866-353-0007 to learn more and schedule an appointment.
- **HVAC Efficiency Program** – Get up to \$1,000 in rebates when you upgrade to energy efficient heating and cooling equipment. A properly installed and maintained system can reduce energy use, improve comfort, and help you save money.
- **Lighting Program** – Get instant in-store discounts on your purchase of select ENERGY STAR certified LED bulbs.
- **Multifamily Program** – Property owners and managers can receive incentives for improving the energy efficiency of their building. Email [EnergyEfficiency@atlanticcityelectric.com](mailto:EnergyEfficiency@atlanticcityelectric.com) for more information on the ways to participate and receive energy efficiency upgrades.

## Business Offerings

- **Small Business Install** – Energy assessment, incentives and financing for small business, non-profit organizations, municipalities, schools, and faith-based organizations.
- **Prescriptive and Custom** – Incentives for commercial and industrial customers to install high-efficiency to install high-efficiency equipment and controls.





- **Engineered Solutions** – No-cost, in-depth facility audit, tailored incentives, and interest-free financing to help medium to large commercial customers undertake large energy efficiency projects.
- **Energy Management** – Incentives to assist medium to large commercial and industrial customers optimize equipment and processes.



For a complete list of business energy efficiency offerings, visit [homeenergysavings.atlanticcityelectric.com/business](https://homeenergysavings.atlanticcityelectric.com/business).

## Electric Vehicle Programs & Services

Atlantic City Electric is committed to meeting the growing demand for electric vehicles (EVs) and helping position New Jersey as a leader in this rapidly growing industry by expanding charging infrastructure, offering rebates, incentives and innovative rates, and electrifying public transportation—delivering convenient, affordable and equally accessible, clean transportation options for South Jersey.

Atlantic City Electric has received approval from the New Jersey Board of Public Utilities (BPU) to implement a suite of programs that will significantly expand clean electric transportation options in southern New Jersey and help make the transition to electric vehicles (EVs) more convenient and affordable. The company's programs will help develop new public EV charging infrastructure in the region and support customers interested in clean transportation options with new rebates and incentives to help cover the cost of installing EV charging ports at homes and businesses.



Atlantic City Electric's new programs include:

- **Public Charging** – Provide incentives to cover a portion of the installation costs for 1,100 privately owned/operated Smart Level 2 (L2) and direct current fast charging (DCFC) ports in locations available to the public 24/7.
- **Residential EV Charging Program** – Offer 50 percent rebates (up to \$1,000) to cover the installation of Smart L2 EV charging equipment in homes and offer a new EV rate option for residential customers that encourages them to charge their vehicles during “off-peak” hours, helping make charging a vehicle at home even more affordable.
- **Multifamily Building EV Charger Rebates** – Offer rebates to cover a portion of installation costs for 200 Smart L2 EV charging ports in multifamily buildings.

# Customer Assistance



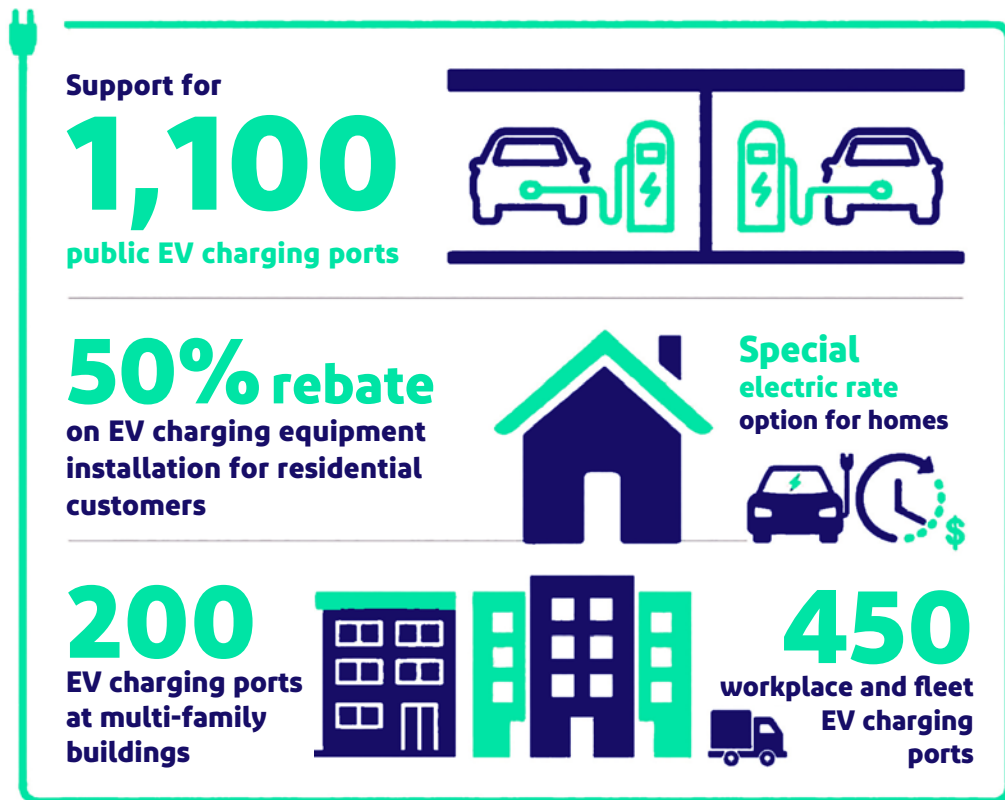
- **Workplace and Fleet EV Charger Rebates** – Offer 50 percent rebates to cover a portion of installation costs for 450 Smart L2 EV charging ports for employee parking lots and company vehicle fleets at businesses across South Jersey.
- **New EV Fast Charging Station Rate** – New rate option for owners of public EV fast charging stations that will help attract private investment in fast chargers and support the continued expansion of charging infrastructure in South Jersey.

“The programs that will be offered by Atlantic City Electric are a crucial part of the puzzle to electrify the transportation sector in New Jersey,” said Pam Frank, CEO of ChargeEV-NJ.

Expanding public EV charging infrastructure will make clean transportation more convenient in South Jersey. Atlantic City Electric’s new programs will support New Jersey in its goals of putting 330,000 EVs on the road by 2025 and reducing GHG emissions 80 percent below 2006 levels by 2050.

Learn more about our programs to expand clean transportation options in southern New Jersey at [atlanticcityelectric.com/ElectricVehicles](http://atlanticcityelectric.com/ElectricVehicles).

## HERE’S HOW OUR ELECTRIC VEHICLE PROGRAMS WILL HELP YOU SKIP THE GAS PUMP



## Scams & Imposters

Nothing is more important than the safety of our customers, communities and our employees, and we are committed to equipping our customers with the information and resources they need to protect themselves from scammers.



Scams occur throughout the year, however there is typically an increase in reports during the holiday season. In many instances customers will receive an unsolicited phone call from someone who falsely claims to be a representative from Atlantic City Electric, warning that the customer's service will be terminated if they fail to make a payment – usually within a short timeframe through a prepaid debit card or other direct payment method. Scammers continue to evolve and have grown more sophisticated, even duplicating the telephone number of Atlantic City Electric, or using caller ID “spoofing” to replicate the company's phone number.

Customers can avoid being scammed and protect themselves by taking note of a few precautions.

1. Never provide your social security number or personal information to anyone initiating contact with you claiming to be a company representative or requesting you to send money to another person or entity other than Atlantic City Electric.
2. Always ask to see a company photo ID before allowing any Atlantic City Electric worker into your home or business.
3. Never make a payment for services to anyone coming to your door.
4. Atlantic City Electric representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card or cryptocurrency to avoid disconnection.
5. Customers can make payments online, by phone, automatic bank withdrawal or by mail.
6. Customers with a past due balance will receive multiple shut off notifications – never a single notification one hour before disconnection.
7. If a customer ever questions the legitimacy of the call, hang up and call Atlantic City Electric at 800-642-3780.



# Customer Assistance



## Construction & Remodeling

When residents and businesses are planning new construction or increasing energy service needs, we are ready to work with them.

This includes providing new service for homes or business, upgrading service when needed, and de-energizing and grounding overhead lines when work is being performed near them. Customers and contractors can visit [atlanticcityelectric.com/MyAccount/MyService/Pages/ServiceRequests](http://atlanticcityelectric.com/MyAccount/MyService/Pages/ServiceRequests) to review our services and determine which type is needed. Our construction offices can also be reached at:

Cape May .....	609-463-3823
Glassboro .....	856-863-7906
Bridgeton .....	856-863-7926
Pleasantville/Atlantic City .....	609-645-4667
West Creek/Long Beach Island .....	609-294-6727
Winslow .....	856-753-2808



## Supply and Delivery Charges

Providing affordable energy service is part of our core commitment to our customers. The charges on Atlantic City Electric's bills are broken into two separate sections 1) supply, which pays for the actual electricity used by the customer and 2) delivery, which pays for our efforts to maintain and enhance the local energy grid, and other costs such as technology upgrades and operational improvements. Rates are established through a transparent regulatory rate review process overseen by the New Jersey Board of Public Utilities.



To learn more visit,  
[atlanticcityelectric.com/  
Rates101](https://atlanticcityelectric.com/Rates101).

### Supply

- The “supply” portion of a customer’s bill represents the actual electricity used by customers.
- With respect to electricity, customers have a choice – they can either have the electricity included in our default service or they can choose a competitive retail electric supplier.
  - A list of active retail electric suppliers is maintained by the New Jersey Board of Public Utilities and can be found at [nj.gov/bpu/commercial/shopping.html](https://nj.gov/bpu/commercial/shopping.html).
- We purchase electricity for our customers who do not choose a competitive retail electric supplier—these costs are passed along directly to customers at the price that Atlantic City Electric pays.
- Electricity supply for customers who do not choose a competitive retail electric supplier is known as Basic Generation Service (BGS). Atlantic City Electric conducts competitive “descending clock auction” each year and the lowest bidders win contracts to provide our customers with electric BGS. Those BGS bids are carefully reviewed by the New Jersey Board of Public Utilities each year to ensure the electric BGS prices are reflective of the market.

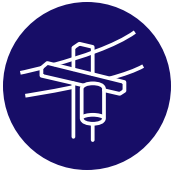
**Rates are established through a transparent regulatory rate review process overseen by the New Jersey Board of Public Utilities.**

### Delivery

- Delivery charges represent the cost of delivering the electricity to a customer’s home or business.
- Work to modernize, maintain, and enhance the local energy grid requires ongoing investment. We recover the cost for these necessary investments through delivery charges.
- A few examples of costs that go into delivery charges include the cost of poles, wires, transformers, substations and customer service systems, as well as reliability improvements, inspections, regular maintenance, and the employees and personnel needed to operate the company.



# Infrastructure Investment & Reliability



## Electric Grid Investment & Reliability

Atlantic City Electric is committed to providing our 565,000 customers in South Jersey with safe, reliable, affordable, and clean energy service. Delivering the safe and reliable service our customers have come to expect requires ongoing investment in the local energy grid. Like bridges and roads, significant and ongoing investment in the energy delivery system is critically important to our customers and the state.

To learn more, visit [atlanticcityelectric.com/Reliability](https://atlanticcityelectric.com/Reliability).

### Reliability Investments

Atlantic City Electric recognizes the critical importance that a reliable electric grid plays in the security, quality of life, and economic future of both our customers and the state of New Jersey. A reliable electric grid is essential to meet the rapidly-evolving needs of an increasingly digital society and we have developed a multifaceted reliability program designed to provide the service our customers need, both now and into the future.



Over the last five years, we have completed many critical projects across southern New Jersey to modernize the local electric distribution system and enhance reliability for customers. This work includes inspecting existing infrastructure, trimming trees that impact the system, building new substations, strengthening the transmission system, and installing stronger, tree-resistant aerial cable. We are also using innovative technologies to improve system reliability, such as specialized equipment that can automatically restore service more quickly or isolate damage.

Atlantic City Electric customers continue to benefit from the enhancements we have made to the local energy grid, which have resulted in record service reliability in 2021.

Given the growing threats from severe weather and powerful storms driven by climate change, we are making strategic upgrades to modernize our energy infrastructure to make it smarter, stronger and cleaner across our service area. In recent years, we have completed several key projects to help modernize the local energy grid and enhance reliability for customers.

### Atlantic City Electric Customers Experience Most Reliable Service Ever in 2021

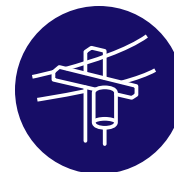
Our customers across South Jersey experienced the lowest frequency of electric outages ever in 2021, a result of our ongoing efforts to modernize the local energy. The frequency of outages decreased from the previous low, set just last year, by more than 14 percent. Even when service was interrupted, crews were able to safely restore service in just 77 minutes, on average. That's faster than ever before.

Over the last ten years, ongoing investments in the local energy grid have reduced the frequency of electric outages by 60 percent for Atlantic City Electric customers.

# Infrastructure Investment & Reliability

Atlantic City Electric is performing work on several major projects as part of the company's ongoing efforts to enhance reliability and modernize the local energy grid. Some of these projects include:

- **Atlantic City/Brigantine Community Reliability Project** – Modernizing an existing substation and rebuilding two critical transmission lines between Atlantic City and Brigantine to strengthen the local energy infrastructure against more extreme weather and improve reliability for local customers.
- **Cape May Substation Reliability Project** – Modernizing an existing substation that serves more than 7,100 customers and is critical to customer reliability in Cape May, West Cape May and Cape May Point.
- **Greater Gloucester and Camden Counties Reliability Project** – Upgrading 10 miles of transmission line between Monroe Township and Pine Hill to improve reliability for 13,600 customers in Gloucester and Camden counties.
- **Salem County Reliability Project** – Rebuilding 3.5 miles of transmission line, that primarily runs along Route 130 between Penns Grove and Pennsville, to enhance the quality of energy service for thousands of local customers.
- **Washington/Gloucester Reliability Project** – Modernizing an existing substation to improve energy service reliability for more than 10,000 existing customers in Washington Township and about 1,300 customers in Gloucester Township.



To learn more, visit [atlanticcityelectric.com/Reliability](https://atlanticcityelectric.com/Reliability).

## Tree Trimming & Vegetation Management

Each year, trees cause about 18 percent of customer power outages. To prevent these types of outages and maintain safe and reliable service for our customers, we trim trees to maintain a safe distance from our power lines.

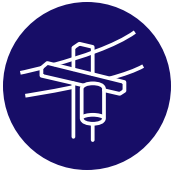
### Routine Tree Trimming And Maintenance

We perform routine tree and vegetation maintenance on regular cycles to limit the vegetation that could potentially contact our power lines or other electrical equipment. Each distribution line receives maintenance on a four-year cycle. Our contractors will remove tree limbs and debris during tree maintenance work. Note, we are not responsible for removing trees, branches or limbs that fall or damage power lines as a result of a storm or outside of scheduled vegetation management projects. In addition to routine maintenance, we do perform some off-cycle work when preventative maintenance is needed, including assisting property owners with the removal of unsafe trees near power lines. To see if we will be working in your area please visit [atlanticcityelectric.com/TreeTrimming](https://atlanticcityelectric.com/TreeTrimming).





# Infrastructure Investment & Reliability



Our tree trimming crews are licensed professionals who take great care and pride in the work they do with the trees in our communities. They are trained in arboricultural techniques as defined in the American National Standards Institute (ANSI) A300 Standard. This standard considers the type and location of the tree, its relation to overhead equipment, and overall health of the tree. When pruning trees, crews use directional pruning techniques, whenever possible, to help direct tree growth away from equipment while also maintaining the health of the vegetation.

For right of ways below high voltage transmission lines, we generally mow and treat the land every four years to prevent trees and other vegetation from growing into the equipment. Depending on the voltage, these may fall under the guidelines of the Federal Energy Regulatory Commission (FERC) or the North American Electric Reliability Corporation (NERC), which means that they are subject to strict standards and may be maintained annually..

## Storm Restoration

During storms, tree trimming crews play a crucial role in our restoration efforts. Often, trees on customers' property fall or are damaged, impacting our equipment and causing power outages. To restore power and ensure continued safe electric service, we will remove customer-owned trees from our equipment. Once removed from our equipment, all storm debris will be left behind and are the responsibility of the property owner.

**For work that occurs as a result of a storm or outside of scheduled vegetation management projects, Atlantic City Electric and its contractors are not responsible for removing debris.**

## Permitting Structures on Atlantic City Electric's Easements and Rights-of-Way

As a part of our commitment to maintaining safe and reliable service, we must ensure that the local energy grid meets all regulations and safety requirements. Municipalities are critical partners in maintaining these safety standards. Before a municipality issues a permit for new structures, decision makers must consider how it may impact or conflict with nearby Atlantic City Electric transmission or distribution system facilities and land rights.

---

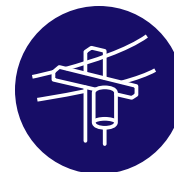
The requirements for minimum clearance distances between our transmission line equipment and structures, vegetation or other obstructions, are established by the National Electric Safety Code and enforced by the North American Electric Reliability Corporation (NERC). NERC is responsible for ensuring the reliability of the power system in the United States and is certified by the Federal Energy Regulatory Commission.

# Infrastructure Investment & Reliability

Some examples of issues that code and construction officials should be aware of include:

- Structures such as sheds, decks, playsets and swimming pools that are proposed to be built near power lines or within our easements may violate NERC clearance requirements and are often in violation of the easement rights granted to Atlantic City Electric.
- Under the terms of our easements, in most cases, the land owner may not erect structures that violate NERC clearance requirements, or which otherwise interfere with Atlantic City Electric's use of the easement. Atlantic City Electric may have the legal authority to require removal of structures found to be in violation of these standards.
- Atlantic City Electric also manages the rights required to trim or remove trees or other vegetation that violate applicable clearance requirements.

When considering a permit application, decision makers must remember that customer-owned structures may not be permitted in Atlantic City Electric's easements. At the municipality's request, we will review a permit application for a structure in or near our easement to ensure compliance of all clearance standards and terms of the easement.



For more tips and to view a video on our storm restoration process, visit [atlanticcityelectric.com/Storm](https://atlanticcityelectric.com/Storm).

## Outage & Restoration Information

We are committed to providing safe and reliable electric service; however, from time to time customers will experience power outages caused by severe weather, motor vehicle accidents, wildlife contact, or other factors. Our personnel are trained to respond to these events as quickly and safely as possible.

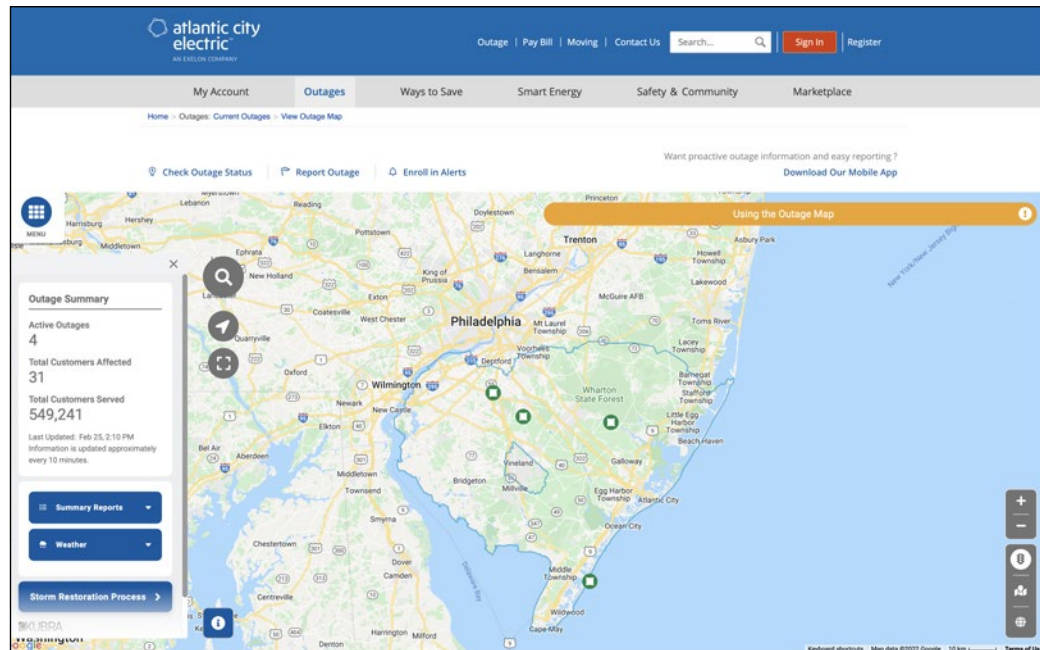
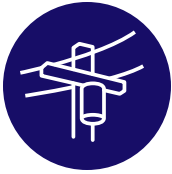
### Reporting an Outage

Customers' reports are important to our restoration efforts. We recommend that when reporting an outage, customers should request an automated call when their power is restored.

**If you see downed power lines, leave the area immediately and then call Atlantic City Electric. Representatives are available 24 hours a day, 7 days a week.**

- **Phone:** To report an electrical emergency, power outage or downed line by phone, please call 800-833-7476.
- **Mobile App:** Visit [atlanticcityelectric.com/MobileApp](https://atlanticcityelectric.com/MobileApp) to download our free mobile app. The app can be used to report an outage, access our outage maps, get an estimated time for when power will be restored, and more.
- **Online:** Electric outages can be reported online by visiting [atlanticcityelectric.com/Outages](https://atlanticcityelectric.com/Outages). Customers can use their service address or account number to report an outage, view our outage map, or check on the status of an existing outage.

# Infrastructure Investment & Reliability



## Storm Safety

### • Stay Safe

- Always stay away from any storm damaged electrical equipment, especially downed power lines and tree limbs that may come into contact with power lines.
- Assemble an emergency storm kit. Include battery-powered radio, flashlight, a first-aid kit, battery-powered or windup clock, extra batteries, medications, multi-purpose tool, cell phones with chargers, and list of important and emergency phone numbers.
- Have a supply of bottled water and easy-to-prepare, non-perishable foods available.
- Identify a safe alternate location in case of an extended outage.
- Don't use a gas cooking range for emergency heating; it could build up deadly carbon monoxide fumes.
- Turn off or unplug electronic equipment and appliances.
- Customers who need power for critical medical equipment should be prepared to relocate to a facility with electricity in case there is a power outage.
- Check on elderly neighbors and relatives.

### • Clear Snow and Ice

- Clear ice and snow from ventilation pipes for direct-vent furnaces and water heaters.
- Customers with electric heat pumps should clear snow and ice away from their units so that it can function properly.
- Keep dryer vents clear of snow and ice.
- Use a broom or brush to remove ice and snow from outside meters and attached equipment to keep them from potentially malfunctioning or interfering with service.

# Infrastructure Investment & Reliability

- **Use Generators Properly**

- Review the manufacturer's instructions for safe operations of your generator.
- Do not connect a generator directly to your home's wiring.
- Never use a generator indoors or in any enclosed or partially enclosed area.



## The Restoration Process

When extensive damage across the region occurs, we mobilize our entire Emergency Response Organization. Crews and back office support personnel work around-the-clock until all damage has been repaired and all service has been restored. During these severe weather events, safety is our top priority. Our damage assessment and restoration process begins once the storm has cleared and it's safe for our personnel to work. We assess our restoration process in the order shown in the graphic to the right.

## Estimated Restoration Times

When customers call to report a power outage, we provide an estimate for restoration based on current reported field conditions. Several considerations come into play when estimating restoration times:

- Weather severity.
- Accessibility to damaged areas.
- Coordination with other agencies working on storm restoration, such as public works and tree removal, and changing public safety and health priorities.
- Discovery of additional or more complex problems that require additional time, equipment, or crews.
- Note that a crew may leave a neighborhood before power is restored for many reasons, including:
  - They were fixing a power line that does not serve all homes.
  - They may need specialized equipment to finish repairs.
  - They were securing downed wires for follow-up by repair crews.
  - There could be more than one location on the power line that is damaged.
  - Another area may need repairs to activate service.

## RESTORING POWER



1. Downed live wires or potentially life-threatening situations and public health and safety facilities without power.
2. Transmission lines serving thousands of customers.
3. Substation equipment.
4. Main distribution lines serving large numbers of customers.
5. Secondary lines serving neighborhoods.
6. Service lines to individual homes and businesses.

To learn more, visit [atlanticcityelectric.com/Reliability](http://atlanticcityelectric.com/Reliability).



# Renewable Energy



## Customer Generation

We believe renewables are an important part of our national transition to a clean energy future and are working to enable the transition to a low-carbon future that protects the long-term health of our communities. This work includes supporting our customers who want their own renewable energy system by helping them interconnect their system into Atlantic City Electric's local energy grid.

Our Green Power Connection (GPC) team is a one-stop resource to help guide customers through the process of safely and reliably connecting their generating system to the grid. Our team of consultants and account coordinators manage the customer's experience—from processing applications to resolving issues—for residential and smaller commercial interconnection projects.



Atlantic City Electric's GPC team offers resources to help customers and contractors understand the complex interconnection process. From estimating customers' potential savings, to educational materials and the requirements we must follow when connecting customers to the grid, the GPC team is available to work directly with customers as they navigate the process. Customers can visit [atlanticcityelectric.com/MyGPC](https://atlanticcityelectric.com/MyGPC) for more information.

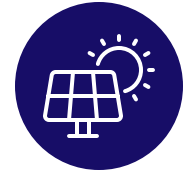
We support the growth of solar energy and are working to create new opportunities for solar in areas where the grid no longer has the available capacity to accommodate more solar installations. We continue to invest in and adopt new grid modeling tools and grid automation technologies as they become available, which allow us to optimize the system and make us better able to accommodate increasing amounts of solar. As a result of our efforts, we have been able to expand interconnection opportunities for solar and continue to notify interested customers of these opportunities as they occur. However, even with more sophisticated technologies and tools, physical upgrades to increase the capacity of the local energy grid will be required to accommodate the significant growth of solar we expect to see in the coming years.

## Climate Commitment

**Driving South Jersey's clean energy economy for our company, our customers and our communities**

Atlantic City Electric has launched a multi-faceted plan as an essential component to helping New Jersey achieve its greenhouse gas and climate goals. Collectively, and in support of the state's goals, we will focus on actionable measures to reduce our greenhouse gas footprint, deliver innovative solutions that will empower

To learn more, visit [atlanticcityelectric.com/Climate](https://atlanticcityelectric.com/Climate).



customers to meet their climate change objectives and drive collaborative efforts with stakeholder and community partners to help achieve greater greenhouse gas reduction across South Jersey. As a result of these actions, Atlantic City Electric aims to cut its operationally-driven emissions in half by 2030 and achieving net-zero operations by 2050, and support the readiness of the grid to both enable increasing amounts clean and renewable energy resources and withstand future climate-related events.

Key Atlantic City Electric commitments include:

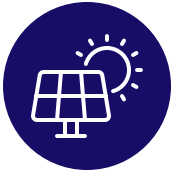
- **Transitioning to clean energy use for its buildings**, including purchasing 50 percent carbon-free electricity by 2025, and supporting the 100 percent clean energy goal of New Jersey by 2050.
- **Converting to energy efficient lighting** at all Atlantic City Electric office buildings and substation facilities by 2025.
- **Completing energy audits to identify additional energy savings opportunities** at its major facilities, including the Atlantic Regional Office in Mays Landing.
- **Electrifying 50 percent** of the company's passenger vehicles and medium-duty fleet by 2030.
- **Installing additional workplace electric vehicle charging infrastructure.**
- **Reducing SF6 impacts** by using non SF6 containment equipment wherever possible and enhance monitoring and equipment modernization to help reduce SF6 emissions from existing equipment.
- **Activating company employees** to encourage the use of public transportation and rideshare, and to measure and improve their own individual GHG footprint.
- **Enhancing the overall resilience of company infrastructure** and continuing to assess impacts of climate change on the electric system.

In addition to the steps Atlantic City Electric is taking to enhance its operations, the company has committed to helping its customers achieve their climate change goals by empowering them to manage their energy use, take advantage of clean and renewable technologies and reduce emissions through a number of innovative products and programs the company plans to offer, including:

- **New energy efficiency programs** were recently launched providing a series of services and tools, including specific opportunities for limited-and moderate-income households, to take control of their energy use and save money.
- **Launching a new Energy Marketplace** to provide quick and easy access to discounted energy efficient products like LED bulbs, thermostats, advanced power strips, and more.
- **Simplifying the switch to solar** by improving the interconnection processes and enhancing the customer solar toolkit to provide a one-stop shop for solar applications as well as the company's online solar hosting capacity map.
- **Providing off-peak rates and other incentives** to encourage customers to make the switch to cleaner, more efficient electric vehicles.
- **Making the local energy grid smarter** through our Smart Energy Network program providing numerous benefits for customers such as restoring service faster and more efficiently, avoiding power outages in some cases all together, and enabling new tools and information to help customers have more control and make more informed decisions about their energy usage.



# Renewable Energy









As part of this initiative Atlantic City Electric also will continue to collaborate with government, community, civic, and non-profit partners across New Jersey on innovative actions to reduce greenhouse gas emissions, save money and energy, and build resilience.

The initiatives Atlantic City Electric plans to engage in with partners across New Jersey include:

- **Enabling solar for income-limited customers** by participating in a pilot program that will help advance a more robust community solar program across South Jersey.
- **Creating shade and planting energy saving trees** through continuous partnership with the National Arbor Day Foundation to provide free trees for Atlantic City Electric customers and communities
- **Advancing solar, storage and other non-wires solutions** by working with the New Jersey Board of Public Utilities and other stakeholders to facilitate the interconnection of additional clean and renewable energy sources and technologies, like battery storage and smart inverters, to enhance grid operations.
- **Supporting New Jersey's offshore wind development** by working with offshore wind developers to facilitate interconnections to Atlantic City Electric's transmission system and participating in PJM's process to build transmission to support offshore wind development.
- **Awarding \$75,000 in grants annually through Atlantic City Electric's Sustainable Community Grants** program to help communities preserve open space and build resilience.
- **Growing the local clean energy workforce** by expanding curriculum associated with company workforce development programs to include energy efficiency and clean energy technology, like solar and wind.
- **Engaging and educating students on climate change** through the N.J. Student Climate Challenge, a partnership between Atlantic City Electric, the Drumthwacket Foundation and Sustainable Jersey, where we are fostering the growing role young people have in addressing the climate crisis.
- **Readying the local energy grid for future clean energy resources** through an ongoing analysis and modeling to understand the investments needed to support the growth of distributed energy resources like solar, electric vehicles, and battery storage.

**Leading By Example**  
We are committed to shrinking our own carbon footprint as quickly and efficiently as possible.

 <p><b>Energy Efficient Lighting</b></p> <ul style="list-style-type: none"> <li>• We will install LED lighting at all Atlantic City Electric office buildings and substations as we work to modernize our facilities through 2025.</li> </ul>	 <p><b>Reducing Our SF<sub>6</sub> Use</b></p> <ul style="list-style-type: none"> <li>• We will use non SF<sub>6</sub> containing equipment wherever possible and enhance monitoring and equipment modernization to help reduce SF<sub>6</sub> emissions from existing equipment.</li> </ul>	 <p><b>Electrifying Our Fleet</b></p> <ul style="list-style-type: none"> <li>• We have committed to converting 30 percent of our passenger vehicles and compact SUVs to all electric and medium and heavy-duty trucks to Plug-in Hybrid models by 2025; increase conversions to 50 percent by 2030.</li> </ul>
 <p><b>Measuring Our Electricity Usage to Eliminate Energy Waste</b></p> <ul style="list-style-type: none"> <li>• This year, a comprehensive energy audit will be conducted at our Atlantic Regional Office to identify energy saving and greenhouse gas reduction opportunities and take action to implement opportunities by 2025.</li> </ul>	 <p><b>Transitioning to 100 Percent Clean Energy</b></p> <ul style="list-style-type: none"> <li>• We will accelerate the transition to clean energy use at buildings, purchasing 50 percent carbon-free electricity by 2025.</li> </ul>	 <p><b>Enabling Our Employees</b></p> <ul style="list-style-type: none"> <li>• We are creating an Eco-Team Employee Resource Group and encouraging the use of public transit, delivering information on ways in which employees' can reduce their personal GHG footprint, and providing energy saving tips for home and work.</li> </ul>



# The Future of Energy Service & Proposed Programs

## Smart Energy Network

In July 2021, we received approval from the New Jersey Board of Public Utilities (BPU) to build our Smart Energy Network, which will include upgrading the local energy grid and installing smart meters, also referred to as advanced metering infrastructure. This initiative will enhance reliability and resiliency, improve the customer experience and further advance a clean energy future for New Jersey.



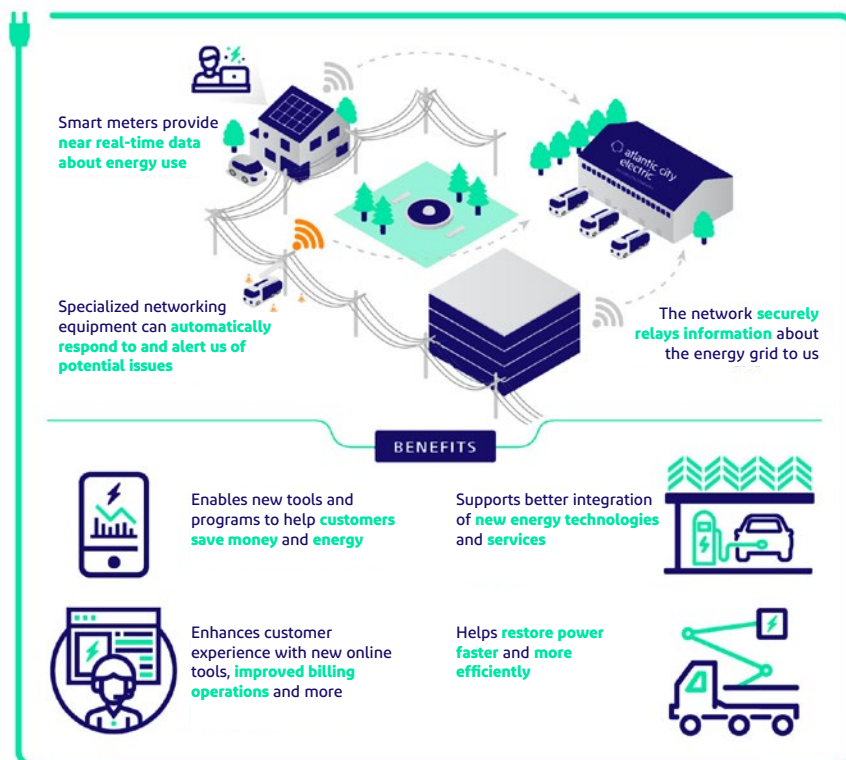
Learn more about our Smart Energy Network initiative by visiting [atlanticcityelectric.com/SmartEnergyNetwork](http://atlanticcityelectric.com/SmartEnergyNetwork).

The Smart Energy Network will enhance the reliability of our energy service, including faster restoration efforts following increasingly common severe weather events driven by climate change. The Smart Energy Network will also improve customer service and support new tools and programs to help customers save money and energy.

### Building the Smart Energy Network

To build the Smart Energy Network, we will replace all the existing traditional electric meters in our service area with smart meters that can securely communicate with our central operations facility, providing more detailed information about energy service. We are also upgrading the local energy grid with more specialized networking equipment to create smart energy infrastructure that can automatically respond and alert us to potential issues.

## THE SMART ENERGY NETWORK AND ITS BENEFITS



# The Future of Energy Service & Proposed Programs



## Advancing a Clean Energy Future

The Smart Energy Network is a critical step in advancing a clean energy future for South Jersey. As customers' energy needs evolve, it helps upgrade the grid into a common platform connecting customers to new energy services and more choices. For example, smart meters will enable more efficient integration of new energy technologies and connect more customers to a variety of clean energy choices, including installing solar energy, participating in robust energy efficiency programs and accessing charging infrastructure for electric vehicles.



By building the Smart Energy Network and providing more detailed data about the energy grid, we can enhance reliability of energy service, maintain affordable service for customers, and improve the overall customer experience, while also supporting New Jersey's environmental goals and helping power the state's economic recovery by creating jobs. We anticipate building the Smart Energy Network starting in late 2022 and ending in early 2024.

Read more about our role in advancing new Jersey's clean energy future at [thesource.pepcoholdings.com/atlantic-city-electric](https://thesource.pepcoholdings.com/atlantic-city-electric).



## Community Impact

At Atlantic City Electric, we believe in giving back to the communities in which we live and work. We power our local communities through our employee volunteer network, charitable giving program, and our commitment to community initiatives. We invest in organizations that support four focus areas that deliver measurable and sustainable improvements in the communities we serve.



We are proud to support our community partners and have a proven track record of success in addressing key community needs. Each year, we contribute more than \$1 million to local nonprofits in New Jersey. These contributions are part of our commitment to community involvement and to being a good corporate citizen.

- **Building Exelon's Future Workforce:** Atlantic City Electric wants to encourage and ensure the industry's future workforce by focusing on educational opportunities at pivotal moments in a person's lifetime starting from middle school to adulthood. With an emphasis on underserved and underrepresented youth, we support middle and high school programs that teach the fundamentals of energy and sparks interest and pursuit of careers in the energy industry. We also support scholarship programs and vocational programs for adult learners.
- **Energy Empowerment in Our Communities:** Atlantic City Electric supports our customers and the larger community by providing the tools, programs and resources needed to enable greater resilience when facing future severe weather/emergencies. We support environmental organizations and initiatives to address climate change and improve air quality in our communities such as the Sustainable Communities Grant Program. The Sustainable Communities Grant Program provides grants annually to fund open space and environmental projects and resiliency projects across New Jersey. Our programs also support community members facing the most significant financial instability with energy assistance and other related activities.
- **Enrichment Through Local Vitality:** We support programs that educate all customers about the energy industry and science as well as B2B organizations necessary to the vibrancy of the communities we serve (ex. small business and economic development). We partner with many chambers of commerce and economic development organizations critical to the growth of job and income equity in our local communities. We also support community anchor organizations that educate all customers about the energy industry and science.
- **Equal Access to Arts and Culture:** Arts and Culture is a vital part of the Atlantic City Electric region that encourages rich and diverse engagement. Atlantic City Electric supports programs that increase access to the arts for underrepresented communities, especially low-income students, individuals and families, senior citizens and people with disabilities.

Each year, we contribute more than \$1 million to local nonprofits in New Jersey. Visit [atlanticcityelectric.com/SafetyCommunity/Community](https://atlanticcityelectric.com/SafetyCommunity/Community).

# Commitment to Community



## Sustainable Communities

Atlantic City Electric is committed to powering a cleaner and brighter future for our customers and communities and we have a strong commitment to protecting and preserving the environment in the communities we serve. Through our Sustainable Communities Grant Program, we are helping our communities conserve critical open space, support recreational opportunities and build resilience in the face of a changing climate.

Atlantic City Electric's Sustainable Communities Grant Program provides \$75,000 in grants annually to fund open space and environmental projects and resiliency projects across the company's New Jersey service area. The program provides \$50,000 in grants of up to \$10,000 each for projects focusing on open space preservation, improvements to parks and recreation resources, and environmental conservation. Projects include the development of recreation trails, the purchase of open space, and the planting of trees and other vegetation. The program also provides grants, totaling \$25,000, to support resiliency projects that demonstrate innovation in providing a safe and reliable resource for a community during a time of emergency.



Municipalities in the Atlantic City Electric service area can apply for a Sustainable Communities grant each year. A committee with representatives from Atlantic City Electric and Sustainable Jersey reviews each application and selects the projects to receive funding.

## Student Climate Challenge

The Drumthwacket Foundation is working with Sustainable Jersey, the program facilitator, to use the \$500,000 grant from Atlantic City Electric and its parent company Exelon to develop an exciting new contest that encourages students to explore and address the local impacts of climate change and develop solutions to help their communities become more resilient to a changing environment.

Atlantic City Electric, Exelon, Sustainable Jersey and the Drumthwacket Foundation partnered to launch the New Jersey Student Climate Challenge, a pilot program to highlight the role youth can play in addressing the climate crisis. In 2021, the program engaged more than 500 students in a Climate Summit and initiated a Climate Contest that will provide support and recognition to teams of middle and high school students in Atlantic City Electric's service area as they implement local projects to address the climate crisis. The initiative builds on New Jersey's efforts to increase climate literacy among young people across the state, including its first-in-the-nation effort to incorporate climate change education across all K-12 state academic standards.

## Diversity, Equity & Inclusion

Diversity, equity, and inclusion are core values at Atlantic City Electric, leading to greater innovation, market competitiveness and better solutions for our customers. Our employees don't just work in the communities we serve – we are part of them. We strive to hire, retain, and promote employees from a variety of backgrounds and to create an equitable and inclusive culture throughout the company.



---

As part of Exelon, Atlantic City Electric is proud that the company has been recognized by the Human Rights Campaign and Indeed.com as a “Best Place to Work” and as a sustainable community partner. Exelon has also been recognized by Diversity Inc as a Top 50 company for diverse leadership and for hiring, retaining, and promoting women, minorities, LGBT, veterans, and people with disabilities. In addition, Exelon has also received recognition from The Military Times for its commitment to providing opportunities to America’s veterans.

Atlantic City Electric encourages our employees to grow both personally and professionally through our Employee Resource Groups. These groups were initiated by employees volunteering their time and effort to promote groups that serve as diverse forums for professional development, cultural education, and community involvement.

**Annually, Atlantic City Electric’s employees volunteer more than 10,000 hours to help hundreds of organizations throughout New Jersey.**

## Employee Volunteerism

Our employee volunteer program, “Powering Communities,” engages employees from all parts of the company. The program recognizes the importance of our employee’s efforts to build lasting and impactful relationships with our customers and communities.

---

Each year, hundreds of Atlantic City Electric employees volunteer thousands of hours supporting initiatives that make New Jersey’s communities better places to live and work.

Through the Powering Communities program, Atlantic City Electric’s employees work side by side with our partners to support arts and culture, community development, environmental sustainability, and education initiatives that align with the company’s purpose of powering a cleaner and brighter future for customers and communities. In 2021, Atlantic City Electric employees volunteered over 10,000 hours supporting countless non-profit organizations both virtually and in-person.

Individually, employees engage in various opportunities including reading to students, researching historical records to aid the Smithsonian Institute, crocheting scarves for deployed soldiers, making dog toys for local shelters to name a few. Employees also fundraise to promote awareness and support the March of Dimes, American Heart Association, the Cancer Society, and more.



# Commitment to Community



## Economic & Workforce Development

Atlantic City Electric is committed to supporting innovative workforce development programs in the communities where we live and work. In addition to building up our own workforce, our infrastructure investments are helping drive economic development and job creation in local economies.

We play a vital role in New Jersey's economy. Investments in our energy infrastructure improve service to our customers while also driving economic development and job creation in the local economy. In total, nearly 1,000 Exelon and Atlantic City Electric employees are based in New Jersey.

Throughout the year, we use hundreds of contract crews and services from other businesses around the state to supplement our own workforce. The money spent on wages and equipment supports the local economy and creates good jobs for New Jersey families. We also place considerable emphasis on hiring diverse, local businesses..

### Workforce Development Program

As part of the merger with Exelon, we also dedicated \$6 million to workforce development programs in New Jersey, focusing on providing a pipeline of "job ready" New Jerseyans in the energy field. This commitment is helping to prepare the state's future workforce.



Atlantic City Electric's workforce development program is being implemented through a partnership with Atlantic County Institute of Technology, Cape May Vocational School, Cumberland County TEC, and each of the four workforce development boards across the Atlantic City Electric service area. The initiative, which began in early 2019 and will continue through 2025, includes these programs:

- **Get into Energy Math and Boot Camp** provides education on applied math skills specific to the energy industry and teaches concepts that are critical to success for energy industry job opportunities. The workshop provides individuals with the necessary math concepts required to successfully complete employment testing for jobs in the energy industry.
- **Workers in Sustainable Employment (WISE) Pathway** is designed for candidates to explore non-traditional, in-demand jobs in the construction, gas, water, electric, and energy industries. The program is a 40-hour curriculum that provides women the opportunity to learn about career paths in these related fields.
- **Atlantic City Electric Line School** is a four-week program offering hands-on instruction to students seeking a career in the energy industry as a line worker. The course covers the fundamentals of line work and provides class participants with training in the areas of bucket truck and equipment operations.

## Competitive Edge Program

Atlantic City Electric has partnered with Jingoli Power, the contract company working on the Atlantic City/Brigantine Community Reliability Project, to orient and train young adults residing in Atlantic City to support numerous areas of the project through various positions as part of Jingoli Power's Competitive Edge program.



## Energy Discounts For Growing Enterprises (Edge)

To help promote economic growth and job creation in South Jersey, Atlantic City Electric (ACE) offers its Energy Discounts for Growing Enterprises (EDGE) Program, designed to help retain local businesses, attract new business to the area and encourage business expansion.

The EDGE Program offers new and existing businesses, small and large, a 20 percent discount off the electric delivery distribution portion of their rate based on certain qualifications. The discount would be effective for a five-year period as long as a business continues to meet eligibility requirements. A business must also be located in one of the eight counties served by Atlantic City Electric.

To qualify for either the small or large commercial business programs, an applicant must construct a new building, purchase or lease an existing building that's been vacant or expand an existing space. For a small business, the new space should be at least 2,500 square feet and the company must hire at least one additional fulltime employee. For a large business, the new space should be at least 8,000 square feet and the company must hire at least two additional fulltime employees. Other qualifications apply.

For more information about the EDGE Program visit [atlanticcityelectric.com/Edge](http://atlanticcityelectric.com/Edge).

Atlantic City Electric is proud of the connection we have to our customers and communities we serve. Learn more by visiting [atlanticcityelectric.com/AboutUs/Pages/WhatDrivesUs.aspx](http://atlanticcityelectric.com/AboutUs/Pages/WhatDrivesUs.aspx).

## Lobbying Policy and Compliance Standards

Atlantic City Electric is committed to the highest standards of integrity and ethical behavior and took action to strengthen our compliance governance. We have substantially increased oversight of our interactions with public officials, implemented a series of new controls, and enhanced our guidance and training.

Increased Oversight	Strengthened Controls
<p><b>We have significantly increased the number and diversity of officials who must review and approve sensitive interactions, including by requiring:</b></p> <p>All requests, referrals, and recommendations from public officials for anything of value, or relating to hiring or the use of vendors, must be logged and routed to senior business officials and Compliance for review and approval. Only exceptions are routine requests for constituent assistance or information.</p> <p>Prompt reporting and tracking of anything of value provided to public officials, which includes but is not limited to cash or other monetary payments, entertainment, meals, benefits to public officials' family members, employment and directed charitable contributions.</p> <p>Detailed tracking of all gifts, entertainment and other things of value provided at the request of public officials.</p> <p>Detailed twice-yearly reviews of the activity of each lobbyist and political consultants requires approval of senior business leadership and Compliance and must be reviewed annually.</p> <p>Disposition of requests is tracked and reported to operating company and Exelon Boards.</p> <p>Activity relating to public officials, including disposition of public official requests, must be regularly reported to Exelon and operating company Boards.</p>	<p><b>We have added multiple controls to reduce the risk of inappropriate conduct, including:</b></p> <p>Requiring new and existing lobbyists and political consultants to undergo a thorough due diligence process, which must be reviewed and approved by Compliance and senior business officials and refreshed annually.</p> <p>Establishing a process to identify and provide special scrutiny of vendors affiliated with public officials.</p> <p>Prohibiting the subcontracting of lobbying and political consulting work.</p> <p>Requiring detailed written contracts for lobbyists and political consultants, which specify the scope of work and require compliance with all applicable legal and ethics obligations.</p> <p>Requiring that lobbyists and political consultants provide detailed invoices describing their work, which must be reviewed and certified as appropriate before payment may be issued.</p>





