

How To Get Help With Your Energy Bills

Federal and state energy assistance programs are available to eligible District of Columbia residents who need help paying their bills.

The Low Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance to qualified District of Columbia residents. Call the District Department of Energy and the Environment (DOEE) hotline at 3-1-1 or visit the DOEE web portal at doee.dc.gov/liheap for more information.

The Residential Aid Discount (RAD) program provides assistance to residents qualified through DOEE. RAD provides qualified customers with a monthly discount called the "Residential Aid Credit," which consists of a credit for the customer charge, energy charge, the RAD Surcharge, the Sustainable Energy Trust Fund charge, and the Energy Assistance Trust Fund charge. For more information or to apply, residents can call 3-1-1 or visit the DOEE web portal at doee.dc.gov/udp and click on Utility Discount Program.

The Washington Area Fuel Fund (WAFF) helps qualified customers pay their heating bills. Customers can apply for this program by visiting salvationarmynca.org/nca/gethelp. For more information, visit washingtonareafuelfund.org.

The Arrearage Management Program (AMP) allows qualifying customers the option of reducing or eliminating outstanding balances on residential accounts. If you are a current or recent customer participating in our RAD Program and have a minimum balance of \$300 or more that is 60 days past due, you may be eligible to enroll. To enroll, please contact Pepco at 202-496-5830 or email EnergyAssistanceMailbox@pepco.com.

In partnership with the **Greater Washington Urban League (GWUL)**, families in the District of Columbia can apply for up to \$500 once per year to help pay for their utilities. Call 202-265-8200 or visit gwul.org/emergency-services for more details.

For more information about energy assistance programs, visit pepco.com/EnergyAssistance.

Pepco 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.

Special Payment Arrangements: We offer a variety of payment arrangements for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.

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 and ways to save on your energy bills, visit pepco.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.

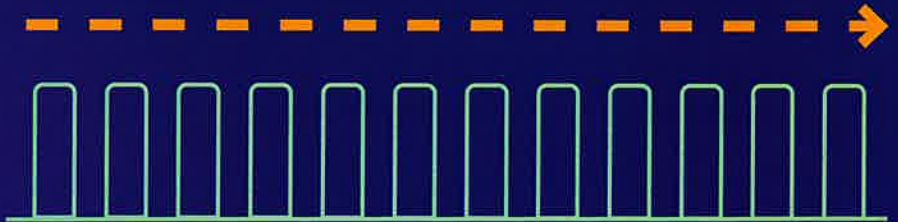
LIHEAP Gross Income Limits (October 1, 2025–September 30, 2026)	
Household Size	Maximum Monthly Income
1	\$5,153
2	\$6,739
3	\$8,324
4	\$9,910
5	\$11,496
6	\$13,081
7	\$13,379
8	\$13,676

*Gross income is income before taxes.

RAD Gross Income Limits (October 1, 2025–September 30, 2026)	
Household Size	Maximum Monthly Income
1	\$7,650
2	\$8,741
3	\$9,833
4	\$10,925
5	\$11,800
6	\$12,675
7	\$13,550
8	\$14,425

*Gross income is income before taxes.

Budget Billing: Predictable. Simple. Smart.



Life can be unpredictable, with energy bills that change with the seasons. Budget Billing evens out your energy costs, so you pay a consistent monthly amount instead of experiencing seasonal highs and lows.

When expenses smooth out, life just feels easier. **Flat payments equal a steady budget**, and that's a beautiful thing.

Benefits of Enrolling

- **Predictable:** Make budgeting easier with consistent monthly payments.
- **Smart:** Plan ahead with confidence and avoid seasonal spikes in bills.
- **Simple:** Stay on track of your energy use with flexible payment options.

How It Works

- **Even Monthly Payments:** We estimate your monthly Budget Billing amount by averaging 12 months of past usage.
- **Quarterly Adjustments:** We'll analyze your usage every three months and may adjust your monthly payment to match your usage more closely.

Avoiding Pitfalls

- **Keep an Eye on Energy Use:** Your actual monthly usage will be shown on your bill. Extreme weather can influence your energy usage, so it's important to monitor your monthly bill and adjust your usage as needed.
- **Avoid Surprises:** Understand that at the end of three months, depending on your usage, you may have a credit or owe a balance. You'll either be issued the credit if you have used less energy than the Budget Billing amount, or you'll have to pay the balance on the next bill if you used more.
- **Enroll at the Right Time:** The best time to enroll is October or May.

Ready to **simplify your energy bill** with Budget Billing?

Step 1

Register for
My Account



Step 2

Already have a
My Account?
Scan to enroll today!



Learn more at
[pepco.com/BudgetBilling](https://www.pepco.com/BudgetBilling)

A SOLUTION TO HELP CUSTOMERS MANAGE ACCOUNT BALANCES

At Pepco, we understand how critical energy is for our customers and communities in the District. That's why we are working on multiple efforts to maintain affordability. The Arrearage Management Program is a payment option that makes it easier for eligible Pepco customers in the District of Columbia to budget monthly energy bills and reduce or eliminate unpaid account balances.

Frequently Asked Questions

What is the Arrearage Management Program?

- The Arrearage Management Program (AMP) allows qualifying Pepco customers in the District of Columbia the option of reducing or eliminating outstanding balances on residential accounts.

How does AMP work?

- Participating AMP customer receives a monthly credit, or matching payment, that goes toward unpaid account balances (arrearage). This credit is in place every month for a single year (12 consecutive months).
- With AMP, you are placed on Budget Billing, which automatically sets your monthly cost at a flat amount based on your usage. If the average usage increases, the monthly budget amount can increase.
- Once enrolled in Budget Billing, you will make a single energy payment per month, on a regular schedule.
- After the first month of meeting the full bill payment that has been preset by the budget billing process, you will receive a credit. After 12 months of making the monthly preset payments on time, each credit received is directed toward any existing unpaid account balance, or arrears.

Who is eligible for AMP?

- To be eligible to participate in AMP, you must be:
 - A current or recent Pepco customer participating in our Residential Aid Discount program.
 - Have a minimum balance of \$300 or more that is at least 61 days past due.
 - Balance must not exceed \$3,600. There is a \$3,600 cap on forgiveness for the AMP duration.
 - If your service is disconnected, you must be recently disconnected (60 days or less).
 - No recent outstanding returned payment.
 - No participation in AMP within the last seven years if customer has defaulted on AMP within that timeframe.

How can I enroll in AMP?

- One of the conditions for eligibility is signing up for the Residential Aid Discount (RAD). Eligibility and enrollment for RAD is administered by the District of Columbia Department of Energy and Environment. District residents must complete a RAD application online or in person. Please call 311 for more information, to find locations, and make an appointment to apply.
- Once enrolled in RAD and you meet the above AMP eligibility requirements, call Pepco's Energy Assistance Team at 202-946-5830. Inform the representative that you would like to enroll in AMP.
- After confirming your eligibility, the representative will sign you up for budget billing.
- After obtaining budget billing status and making your first full, single monthly payment, you are enrolled in AMP.

Are there additional advantages to AMP?

- AMP makes bill paying easier by eliminating uncertainty about monthly costs for energy use.
- AMP provides credits to participating customers that allow them to reduce or eliminate outstanding account balances (arrears).

Can I participate in AMP if my electricity has been disconnected?

- Yes, current or recent Pepco customers who have had their service disconnected are still eligible to participate in AMP. As a participant in AMP, your "service will be reconnected and your \$35 reconnect fee will be waived.

To enroll in the Arrearage Management Program (AMP), please contact Pepco at 202-496-5830.



Save More than Energy with DCSEU Programs & Services for Your Home.

Cutting energy consumption at home is a win-win, reducing your carbon footprint while saving money, too. We provide rebates for electric heavy-ups, heating, cooling, appliances - even lawn care. District residents can save up to \$5,000 on equipment or services. Income-qualified households save even more with no-cost rooftop solar and energy-efficient electric HVAC.

Visit dcseu.com/homeowners-renters for more information.

Income-Qualified Energy & Electrification Programs at No Cost

Who qualifies: DC residents who rent or own a single-family home and make less than 80% of the Area Median Income (AMI).

Affordable Home Electrification Program (AHEP)

AHEP can help you make the switch from natural gas by electrifying your home's heating, cooling, water heating, and cooking systems. This will help reduce emissions, increase comfort and the air quality in your home, and, when combined with Solar for All benefits, keep your energy bills in check.

Visit dcseu.com/ElectrifyMyHome

Solar for All (SFA) Single-Family

Through Solar for All, a Department of Energy & Environment (DOEE) program, the DCSEU is working with local solar contractors to design and install rooftop solar photovoltaic (PV) systems at no-cost to income-qualified District homeowners. These systems have the potential to offset your electricity costs by as much as \$500 per year.

Visit dcseu.com/SolarForAll

Residential Energy & Electrification Rebate Programs

Who qualifies: All DC residents, regardless of income, in single-family homes (4-units or less) as well as individual owners of condos and co-ops that manage their own appliances and equipment.

Visit dcseu.com/residential-rebates

Home Appliance Rebates

Save from **\$25 up to \$800 off** the following electric equipment:

- Electric & Induction Stoves
- Refrigerators
- Clothes Washers & Dryers
- Dehumidifiers
- Air Purifiers
- Televisions (TVs)

Electrification Service Rebates

Save **\$400 - \$2,000 off** on the following services to help you electrify your home:

- Heavy-Up (Electric Panel Upgrade)
- Additional Electrical Circuits

Home Heating & Cooling Rebates

Save **\$50 - \$5,000 off** the following electric equipment:

- Heat Pumps
- Heat Pump Water Heaters
- Air Conditioners (Central & Window Units)
- Smart Thermostats

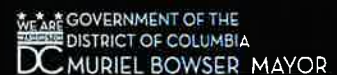
Electric Lawn Care Rebates

Save **\$75 - \$500 off** on the following electric equipment:

- Electric Push Lawn Mowers
- Electric Riding Lawn Mowers

Questions?

For questions or for more information on other DCSEU services or how to apply, visit DCSEU.com or call us at **202.479.2222** today.



UTILITY AFFORDABILITY AND HOME ASSISTANCE PROGRAMS FOR DISTRICT RESIDENTS

CLEAN RIVERS IMPERVIOUS AREA CHARGE RELIEF (CRIAC)

Provides a benefit on DC Water bills between \$14 and \$80 per month.

Visit: doee.dc.gov/service/wateraffordability

EMERGENCY MECHANICAL SYSTEM PROGRAM

Assists income-qualified District residents with the repair or replacement of their broken central air conditioning, heating systems, hot water tanks, and chimney liners for single family homes.

Visit: doee.dc.gov/service/weatherization-assistance-program

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Performs energy audits and installs audit-recommended energy efficiency measures to help families reduce their energy costs and maintain energy-efficient, safe, and healthy homes.

Visit: doee.dc.gov/service/weatherization-assistance-program

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Provides energy bill assistance between \$250 and \$1,800 as a one-time regular energy assistance benefit toward utility bills from PEPCO, Washington Gas, or C&M Home Heating Oil, or Griffith Oil. Emergency assistance is also available for up to \$600 toward overdue payments. The amount received depends on household size, type of dwelling, and typical bill amount.

Visit: doee.dc.gov/liheap

SOLAR FOR ALL COMMUNITY SOLAR

Provides the benefits of solar to residents without installing solar on their roof. Any resident can apply and “go solar” even if they are a renter or live in a multi-family building. Participants can expect to save up to \$500 annually on their electric bill.

Visit: doee.dc.gov/solarfor

LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

Provides water assistance as a one-time regular benefit of at least \$250 based on past bill amounts. Emergency assistance is also available towards outstanding balances, for up to \$5,000 total.

Visit: doee.dc.gov/service/wateraffordabilityall

LEAD REDUCTION PROGRAM (LRP)

Provides funding for eligible lead-based paint and other health and safety repairs. The total amount of funding will depend on the type of entity and dwelling being considered.

Visit: doee.dc.gov/service/lead-reduction-program

UTILITY DISCOUNT PROGRAMS (UDP)

Assists low-income District residents reduce their utility costs.

- Residential Aid Discount (RAD): Potential Pepco savings of \$300-475 annually
- Residential Essential Service (RES): Washington Gas discount approx. 46% discount on the total bill
- Customer Assistance Program (CAP): About \$65 off on DC Water bill each month (\$962 per year)

Visit: doee.dc.gov/udp

LEAD PIPE REPLACEMENT ASSISTANCE PROGRAM (LPRAP)

Provides financial assistance for the replacement of lead pipes on private property. Regardless of household income, residents can receive a 50% discount (up to \$2,500) on the replacement. If household income is at or below the program limits, participant can receive the replacement for free.

Visit: doee.dc.gov/service/leadlinereplacement

DCSEU REBATES

Receive rebates for purchasing ENERGY STAR® appliances, HVAC equipment, and smart thermostats.

Visit: www.dcseu.com/homes

GET FREE & CONFIDENTIAL HELP TODAY

Customers and their families can access Single Stop™, an all-in-one resource tool to help them navigate the maze of finding and claiming available support.



SCAN TO START



app.singlestop.org/phi



DO-IT-YOURSELF

- ✓ 100% Free & Confidential!
- ✓ Available anytime, on any device
- ✓ Determine your eligibility for over 20 public benefit programs using Single Stop™
 - Food Assistance
 - Energy Programs
 - Healthcare
 - Tax Credits
 - And More!

Single Stop™



pepero™

AN EXELON COMPANY

Assistance Finder

Financial Assistance | Bill Management | Energy-Efficient Upgrades



Looking for support with your energy bills?

To better serve you, Pepco offers a wide range of assistance programs designed to help you manage your energy bill. Whether you're looking for financial assistance, predictable monthly bills, or no-cost energy-efficiency upgrades, there's a program that's just right for you.



Financial Assistance

Payment plans and grants for limited income households

Bill credits and past-due balance forgiveness



Manage My Bill

Help with past-due bill payments

Budget billing to keep your bill consistent and predictable



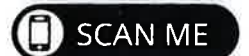
Save Energy and Money

No-cost energy-efficient items and upgrades

Assistance towards energy-saving improvements

Looking to Learn More About Assistance Finder?

The Assistance Finder will help you discover the best programs to fit your needs. For best results and to get more personalized recommendations, be sure to sign in to your My Account.





10 Energy-Saving Tips: Cut Costs, Not Comfort

As temperatures rise and fall, here are some tips that can help you save energy in your home and money on your bill. Simple adjustments add up and can make a difference each month.

1. Adjust Your Thermostat

- In the summer, every degree above 72 degrees F can save 2 to 4 percent on cooling costs.
- In the winter, set your thermostat to 68 degrees F. For each degree you lower the thermostat, you can save up to 5 percent on heating costs.
- Consider investing in a smart thermostat that can connect to your mobile devices, helping you manage your temperature and energy use anytime, anywhere.

2. Weatherproof Windows and Doors

- Add weather stripping and caulk around leaky areas for airtightness.

3. Use Your Washer and Dryer Wisely

- Wash full loads in cold water.
- Clean lint screen regularly.

4. Conscious Lighting

- Switch to LED bulbs for 70 percent lighting cost reduction.
- Ensure lights are off when not needed.

5. Don't Overload Your Devices

- Unplug unused devices like chargers and electronics.
- Use low power mode to save energy and help equipment run cooler and last longer.

6. Adjust Your Blinds

- In the winter, open your blinds during the day to let warm sunlight into your home and close them at night. In the summer, close your blinds to keep cool air inside and the sun out.

7. Water Heating

- Save energy by investing in a high-efficiency water heater with an Energy Factor (EF) rating of 91 or above.
- Keep the temperature setting at 120 degrees F for maximum savings.

8. Get Smart with Power Strips

- Use smart power strips and surge protectors to save energy and shut down multiple items efficiently.

9. Set Refrigerator Temperature

- The average home's refrigerator consumes the most energy of all kitchen appliances.
- Set to 38°F to minimize energy usage.

10. Utilize Your Dishwasher

- Use a dishwasher instead of handwashing, it uses half the amount of water.
- Run full loads to save energy, especially for heating water.

Save Energy & Money Through "My Account"



Track Energy Use: Use charts to monitor and adjust energy consumption.



Receive Alerts: Get notified of high usage or payment reminders.



Get Energy Saving Tips: Access tips to save throughout the year.



Enroll in Payment Arrangements: Manage bills with flexible payment options.

Sign into My Account at pepco.com/MyAccount to take advantage of these features today!