

Office of People's Counsel  
[www.opc.maryland.gov](http://www.opc.maryland.gov)  
[DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov)  
410-767-8150; 800-207-4055

### **COVID-19: What Pepco Customers Should Know**

Governor Hogan declared a State of Emergency for Maryland on March 5, 2020. On March 16, he announced an Executive Order prohibiting the termination of electric, gas, water and sewage services, as well as phone, cable, and internet services. The Order expired on September 1, 2020. The Public Service Commission made a ruling extending the moratorium until October 1, 2020 to prevent shut-offs and late fee collection for non-payment of electric, gas and private water. Any termination notice sent before October 1, 2020 is invalid.

The utility companies may not send a termination notice until October 1, 2020. The stated turn-off date cannot be before November 15, 2020.

#### **1. I have a pending Pepco service termination notice. Will my gas or electricity be shut-off?**

No. Pepco will not terminate your service through November 15, 2020. You should still make every effort to pay your bill. Once the suspension is lifted, you will be responsible for the full amount. You may start receiving turn-off notices October 1, 2020.

OPC strongly recommends that you contact Pepco to try and work out a payment plan. Pepco will be offering 12-month payment plans to everyone and 24-month payment plans to OHEP-certified customers. There is no required down payment or security deposit to enter into a payment plan.

You can call their Customer Care team Mon-Fri, 7AM-8PM at 202-833-7500 to discuss payment arrangements. Let them know about any layoff or loss of income due to the State of Emergency.

If you are concerned about your ability to pay your bill, there may be resources to help. Please contact us at [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov) or review our resource guides at [www.opc.maryland.gov](http://www.opc.maryland.gov) to learn about different programs that might be able to assist you in getting back on track with your utility bill.

#### **2. If I can't make a payment right now, will I get a late fee added to my bill?**

No. Pepco will not impose or collect any newly incurred late fees through October 1, 2020.

#### **3. What can I do if my gas or electric services are off right now?**

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Pepco will work with residents who have had their service disconnected prior to the State of Emergency to have their service reconnected. If your Pepco service is currently off, call Pepco to discuss reconnection during the State of Emergency. To reconnect service during the State of Emergency contact Pepco by calling their Customer Care team Mon- Fri, 7AM-8PM at 202-833-7500. As a part of the reconnection process Pepco Customer Care agents will also work with you to identify assistance programs that can supplement bill payment and help ensure service remains connected after this crisis. Let them know of a layoff or reduced work hours due to the State of Emergency. Pepco will not restore service in unsafe or hazardous conditions.

There may be other resources to help. Please contact us at [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov) or review our resource guides at [www.opc.maryland.gov](http://www.opc.maryland.gov) to learn about different programs that might be able to assist you.

#### 4. What if someone in my household is critically ill or relies on electricity service for life support. What can I do to get service back on?

If someone in your home is critically ill and relies on electricity service for life support you should immediately contact Pepco to discuss options. There may be options for your household. If you have a limited income and are receiving services at a hospital or medical facility, you should find out if there is a certified "Navigator" who can assist you with your utility service problem, or contact OPC for more information.

#### 5. What if I need to start or stop my utility service, report an outage, or report an issue?

If you need to access any of Pepco's services, Pepco recommends that you use their online portal at [www.pepco.com](http://www.pepco.com) or their Pepco mobile app. If you do not have access to the internet, you can call their Customer Care team Mon-Fri, 7AM-8PM at 202-833-7500 or 24/7 for emergencies at 877-737-2662.

#### 6. Can I still make payments on my utility account?

Yes. While there are suspensions on non-payment service terminations, you can still make payments to your account. You can mail, call, go online, or pay in person. You can pay in person anywhere where Western Union is accepted or at the Pepco walk-in KIOSK located at 8300 Old Marlboro Pike, Upper Marlboro. OPC recommends that you continue to make payments, even if partial payments, even though your utility services cannot be terminated.

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7. I have contacted my utility about working out a payment plan and they have not assisted me. What do I do now?

Remember: Your utility cannot issue a turn off until October 1, 2020. However, you will be subject to a turn-off if you are behind on your bill after November 15, 2020. It is a good idea to be proactive in managing your bill during the emergency. You are entitled to be offered a 12-month payment plan and a 24-month payment plan if you are an OHEP-certified customer. There is no requirement to make a down payment or security deposit to enter into a payment plan.

If your utility will not agree to assist you, you can submit a complaint to the Consumer Assistance Division of the Public Service Commission (PSC/CAD). Due to the limitations on public agencies, you will need to submit the complaint online at [www.psc.state.md.us](http://www.psc.state.md.us). If you are not able to fill out the form online, contact OPC at 410-767-8150 and leave a message with your name and phone # and state the problem, and someone will contact you to assist you.