

## **Atlantic City Electric Urges Winter Weather Preparedness**

Atlantic City Electric (ACE) has been hard at work completing reliability improvement projects such as upgrades to four substations with new equipment, circuit breakers and transformers and enhanced its energy infrastructure with reliability upgrades to electric circuits and wires.

Over the past five years, ACE has spent more than \$700 million on new technology, system upgrades and expansions to modernize the electric system and help protect it against weather events.

ACE customers continue to benefit from the significant upgrades in the safety and reliability of its electric system through steadily decreasing frequency and duration of outages. During 2015, customers experienced 41 percent fewer outages and, when outages did occur, service was restored about 25 percent faster compared to 2011.

Along with infrastructure upgrades, the company adheres to its planned and strategic response to restore service when an outage occurs by:

- Continuing to prioritize the safety of our employees and the public above all else
- Providing customers with important and timely information via our website, mobile applications and through traditional and social media
- Coordinating additional resources, as needed, to restore service and respond to emergencies
- Working with local government officials and public safety personnel/first responders through our Emergency Services Partnership Program to respond safely and decisively to emergencies

In addition, ACE holds regular storm drills and reviews internal processes to better prepare its employees for their second roles for storm duty. The company maintains an adequate supply of essential equipment including utility poles, wires and transformers. Also, if needed, ACE coordinates mutual assistance efforts with other utilities in New Jersey or from surrounding states to assist its crews in any restoration process.

Atlantic City Electric and all Pepco Holdings utilities now have the added strength and availability of additional resources as members of the Exelon family of companies. The Exelon utility companies include Atlantic City Electric, Baltimore Gas & Electric, ComEd, Delmarva Power, PECO and Pepco. Best practices and available resources from this extended Exelon utility network are now integrated into our operational planning to help optimize our restoration and response efforts.

As Atlantic City Electric prepares for winter, customers are reminded to prepare too.

Follow these helpful tips:

- Clean air vents around the house
- Install storm windows and doors
- Check weather stripping and caulking around windows and doors
- Install seals behind electrical outlets and switches along exterior walls

- Have the heating system inspected by a qualified technician. Regular service will ensure the heating system operates safely and efficiently for the season ahead

Customers are asked to please report any outages and to stay away from downed wires. To report outages and/or downed wires, call 1-800-833-7476.

Help Atlantic City Electric spread the word about emergency preparedness to your constituents, our customers. Below are a few helpful links so we can all be ready for winter weather.

For information about Atlantic City Electric, visit [atlanticcityelectric.com](http://atlanticcityelectric.com). Follow us on Facebook at [facebook.com/atlanticcityelectric](https://facebook.com/atlanticcityelectric) and on Twitter at [twitter.com/aceleconnect](https://twitter.com/aceleconnect). Our mobile app is available at [atlanticcityelectric.com/mobileapp](http://atlanticcityelectric.com/mobileapp).

Weathering the Storm Fact Sheet

<http://www.atlanticcityelectric.com/uploadedFiles/wwwatatlanticcityelectriccom/ACESTormPreparationHandbook.pdf>

Power Restoration Process Video

[https://www.youtube.com/watch?v=jkK6Ug3\\_PPg](https://www.youtube.com/watch?v=jkK6Ug3_PPg)