

COMMUNITY FOCUS

atlantic city electric

An Exelon Company

Focus On: Helping Customers In Need

Atlantic City Electric's Customer Advocate team works every day to build and strengthen relationships with customers as well as local stakeholders that deal with difficult issues facing South Jersey communities.

The team spends much of its time out in the community meeting face-to-face with customers, participating in community events, attending conferences and making local site visits to build awareness for, and helping customers apply for available state and federal payment assistance programs.

Outreach Efforts Expand in 2016

In 2016, Atlantic City Electric ramped up outreach efforts to educate customers about a number of ways they have to receive assistance with energy bills, as well as methods to reach the company when they have questions or concerns. The goal of the outreach is to increase the amount



Alita Corbett, Atlantic City Electric Customer Advocate meets one-on-one with a customer.

of application submissions received, which ultimately results in more customers and families being helped.

According to Alita Corbett, senior community relations specialist, the outreach efforts are working and the company has recently seen a spike in applications. "As of the beginning of September, the team made over 100 visits in 2016 to local community and senior centers, grocery stores, hospitals, libraries, schools and

community events to answer questions and hand out or drop off information," Corbett said. "We also just added two new team members to help support the outreach and to better serve our Spanish-speaking customers. The more we are out in the community, the more awareness we can bring, the more we see increases in the number of customers signing up."

Multiple Forms of Assistance Available to New Jersey Customers

New Jersey has hundreds of millions of dollars available to eligible applicants for assistance with utility bills. Each program must be applied for separately and each has income requirements and other guidelines put in place by the NJBPU and the federal government. Additionally, there are other plans that the company itself runs, such as budget billing and special payment arrangements that can provide additional assistance with bill payment.

"While many other areas of the state and the country have improved their unemployment rates, the counties we serve, many of which are rural or hit hard by casino closures, have not recovered as quickly. Every bit of assistance can go a long way."

"The most challenging part about my job is to get people to understand that the services are there for them, that the programs aren't a scam, and

CONTINUED ON PAGE 2

“The more help customers can get for their utility bills, the more they will be able to pay their rent or mortgage, buy groceries and pay for healthcare. It’s good for customers, and in turn, good for the community.”



The Energy Assistance Summit attracted more than 100 community partners to Atlantic City Electric’s Mays Landing headquarters in August where important and timely topics were discussed.

they can come to us for help.” said Corbett. “We encourage customers to call us and let us know that they are having trouble making ends meet. We can help, that’s what the Customer Advocate team is here for.”

Energy Assistance Summit

In August, Atlantic City Electric hosted its annual Energy Assistance Summit at its Mays Landing headquarters. Over 100 representatives from local nonprofits, government and utility companies gathered for an all day information and workshop session.

“In New Jersey, we have more programs available than most states. We are appreciative of the legislators for their support because the programs offered are very valuable and really do help residents in South Jersey.”

Topics included company policies and procedures, introductions to new Exelon teams, new program information regarding available assistance programs, as well as a chance for participants to offer information about how to better

reach customers. Speakers included representatives from NJ Shares, the NJBPU, OCEAN, Inc., Affordable Housing Alliance, Anti-Poverty Network, and APPRISE.

“In our first year, about thirty people attended the summit,” said Corbett. “This year, over one hundred people took a whole day out of their week to listen and talk about programs to help those in need. We expect next year to have even more attendees, and we are happy to see interest and participation growing every year.”

The summit, now in its seventh year, is designed to not only share information and educate stakeholders, but to help build and strengthen relationships between Atlantic City Electric and its energy assistance partners.

About the Office of the Customer Advocate

The Office of the Customer Advocate was created in the fall of 2011 upon recommendations from customers. The team:

- Works directly with customers, governmental and regulatory officials to create better understanding of company policies and procedures
- Educates and provides information on a wide range of energy issues in South Jersey communities
- Assists customers with payment assistance applications
- Provides a direct resource to help customers get answers to questions and concerns
- Meets regularly with organizations that customers interact with such as credit counselors, banks, and local unions

For more information, or to speak to someone about outreach opportunities, please contact us at customeradvocate@atlanticcityelectric.com.

Payment Assistance is Available: Now is the Time for Customers to Apply

The following state and federal energy assistance programs are available to assist eligible New Jersey residents who may need help paying their utility bills. Many of these programs accept applications only in the fall and spring, so now is the time get the word out and encourage customers to apply.

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 1 – April 30. For more information, call 1-800-510-3102 or visit energyassistance.nj.gov.

The Universal Service Fund (USF) helps ensure energy bills are more affordable for eligible customers. Call 1-800-510-3102 or visit energyassistance.nj.gov for details.

The 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 1-866-657-4273 for details.

The Payment Assistance for Gas and Electric (PAGE) program provides relief on natural gas and electric bills

for low- to moderate-income New Jersey households that are experiencing a temporary financial crisis. For more information, call 732-982-8710 or visit njpoweron.org.

The TRUE Program is funded by the Board of Public Utilities (BPU), is an annual assistance program designed to help low- to moderate-income households across the state of New Jersey who are experiencing economic hardship and struggling to pay their electric and natural gas bills. 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 1-800-792-9745 for details.

In addition, Atlantic City Electric also offers payment options including Budget Billing, Special Payment Arrangements and Extended Payment Date plans that can help customers prepare for and manage bills through flexible payment options. For additional information about the payment options noted above, call 1-800-642-3780 or visit atlanticcityelectric.com/energyassistance.

Keep Cold Weather Energy Bills Under Control

During colder months, energy use can increase. Follow these low-cost, energy saving tips to better control heating bills this winter.

- During the winter months, set your thermostat at 68 degrees during the day and 60 degrees at night. Save 3 percent on your heating costs for every degree you reduce the temperature below 70 degrees. Caution: The elderly, infants and persons with circulatory problems may require higher indoor temperatures (above 65 degrees F at all times) to avoid health problems. Please seek the advice of your physician regarding winter and summer thermostat settings in your home.
- Change filters once a month. A well-maintained heating system can save money and increase your home's comfort level.
- Inspect ductwork for any air leakage. Use silver metal duct tape to seal them, and save up to 10 percent on heating costs by eliminating leaks.
- Winterize windows with weather stripping (for all moveable joints) and caulk (for non-moving parts). Also, install a window kit to the inside of your windows to help keep cold air out and warm air in.

For more conservation tips, visit atlanticcityelectric.com/energyassistance.



REMINDER:

Information is also available on our handy Self-Service smartphone and tablet app. Our app also lets you get the latest news, report a power or streetlight outage, view outage maps of your area, access My Account tools, and call Atlantic City Electric directly from a smartphone or tablet. Visit atlanticcityelectric.com/mobileapp or your app store to download the mobile app.





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BE ALERT FOR UTILITY COMPANY IMPOSTERS

Atlantic City Electric is advising customers to ask for official photo identification from any person who shows up at their door claiming to be a company employee. Employees from reputable companies, such as Atlantic City Electric, will carry official company identification cards. If proper identification cannot be produced, customers should notify police and the company with whom the individual claims to be associated.

Similarly, if someone calls claiming they represent a certain company, customers should ask the caller to verify his or her identity and affiliation. If customers have any doubt about the validity of a person's claim in representing Atlantic City Electric, they should call the company immediately at 1-800-642-3780.

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

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