



# Exelon is committed to making energy affordable for customers

LIHEAP Action Day – Feb. 16, 2023

Exelon energy delivery companies **Atlantic City Electric, BGE, ComEd, Delmarva Power, PECO and Pepco** helped connect more than one million eligible customers to over **\$1 billion** in energy assistance in 2021 and 2022.

In 2022 alone, Exelon helped connect nearly 470,000 customers to **\$589.2 million** in energy assistance, **\$379.13 million** or 64 percent, from LIHEAP.

## Atlantic City Electric:

Partnered with trusted community organizations, local government and hospitals to spread the word about customer assistance programs, reaching tens of thousands of customers in need.

Connected

**35,454** customers to **\$88.3MM** in energy assistance overall, **\$51.4MM** from LIHEAP

## BGE:

Advocated for policy changes to benefit low-to-moderate income customers and helped get those additional relief funds to Maryland customers.

Connected

**46,000** customers to **\$116MM** in energy assistance overall, **\$46.7MM** from LIHEAP

## ComEd:

Community Energy Assistance Ambassador program provided jobs for local residents, who helped connect thousands of customers to available bill-assistance programs.

Expanded its bill-assistance programs to include the Your Neighbor Fund, partially funded by 6,200 ComEd employees, which provided grants of up to \$180 to customers facing financial hardship.

Connected

**211,000** customers to **\$128.9MM** in energy assistance overall, **\$96MM** from LIHEAP

## Delmarva Power:

Successfully reached tens of thousands of eligible customers with information about energy assistance through partnerships with community partners, local government and hospitals.

Connected

**20,202** customers to **\$49MM** in energy assistance overall, **\$39.6MM** from LIHEAP

## PECO:

Helped organize virtual utility fairs, where customers participated in one-on-one, confidential conversations to learn about bill-assistance programs for multiple utilities, including water, natural gas and electric, and then received assistance to start the application process.

Connected

**125,000+** customers to **\$159MM** in energy assistance overall, **\$45.7MM** from LIHEAP

## Pepco:

Advocated for policy changes to benefit low-to-moderate income customers and helped get those additional relief funds to Maryland customers.

Worked with local community organizations, local government and hospitals to share energy assistance information to tens of thousands of eligible customers.

Connected

**31,684** customers to **\$48MM** in energy assistance overall, **\$33.8MM** from LIHEAP



**All six Exelon utilities made it even easier to sign up for assistance funds and have those funds applied to customer accounts.**



In addition to helping **connect customers to hundreds of millions of dollars in energy assistance annually**, Exelon works to make energy more affordable for customers by:

- Offering energy- and money-saving tips on how to monitor and manage energy use;
- Promoting potential cost savings of award-winning utility energy efficiency programs; and
- Offering flexible bill payment options like budget or extended billing.

Exelon always looks for ways to robustly **fund energy assistance, support state and local agencies and help deliver those resources**, allowing customers to:

- Prevent service disconnections;
- Maintain safe and stable housing, and
- Pay bills in full and on time.