

# Exelon is committed to making energy affordable for customers

LIHEAP Action Day – March 5, 2025

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 2022 and 2023.

In 2024 alone, Exelon helped connect approximately 520,000 customers to **\$492.1 million** in energy assistance, **\$184.5 million** or 37 percent, from LIHEAP.

## Atlantic City Electric:

Attended events with community and utility partners like South Jersey Gas to share information and resources, hosted sign-up events together with our LIHEAP agency partners to provide one-on-one help to customers, and launched advertising campaigns to let customers know where and how they can get assistance.

Connected

**35,000** customers to **\$60.6MM** in energy assistance overall, **\$9.9MM** from LIHEAP

## BGE:

Launched a first-in-the-nation tool to directly help customers submit LIHEAP applications online, and supported the state of Maryland's new Categorical Eligibility program to streamline LIHEAP and other assistance applications.

Connected

**56,000** customers to **\$65.5MM** in energy assistance overall, **\$21.5MM** from LIHEAP

## ComEd:

The award-winning Community Energy Assistance Ambassador program provided jobs for residents from northern Illinois' underserved communities, who interacted with approximately 2,700 families.

Co-hosted five community assistance fairs to help connect customers in underserved neighborhoods with workforce development opportunities, family care programs, health screenings and bill-assistance options, resulting in more than 4,200 interactions with families in need of support.

Connected

**229,000** customers to **\$133MM** in energy assistance overall, **\$116MM** from LIHEAP

## Delmarva Power:

Partnered with schools and state representatives to host events that allowed customers to speak with LIHEAP and Delmarva Power representatives about their specific needs, worked with community partners to reach underserved groups like seniors or the visually impaired, and launched advertising campaigns to let customers know where and how they can get assistance.

Connected

**23,000** customers to **\$23.1MM** in energy assistance overall, **\$6.9MM** 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

**135,000** customers to **\$170MM** in energy assistance overall, **\$17MM** from LIHEAP

## Pepco:

Conducted regular sign-up events in the community, provided account assistance by answering questions and providing payment arrangements, launched advertising campaigns to let customers know where and how they can get assistance.

Connected

**42,000** customers to **\$39.9MM** in energy assistance overall, **\$13.2MM** 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.