

November 10, 2017

Dear Government Official:

At Atlantic City Electric, we are committed to providing safe, reliable, and affordable service to our customers and the communities we serve. As part of this effort, we are modernizing our system, installing new technology that is helping to reduce outages and enhancing service for customers.

As winter approaches, Atlantic City Electric is performing essential work to prepare the local electric system to keep homes and businesses warm this winter. This work includes inspecting and upgrading equipment across the electric transmission and distribution systems like switches, poles and other devices, and trimming trees, which cause about 40 percent our power outages for customers each year.

Over the past five years, Atlantic City Electric has invested about \$800 million to modernize and enhance its electric system for its customers. This work has resulted in fewer power outages. And if outages did occur, they were restored faster than before.

Atlantic City Electric also conducts emergency response drills and completes testing of computer and emergency systems as part of the company's winter preparedness program. Employees from across the company, including those who work in the field and those who provide back office support, review emergency processes and procedures to help ensure safe and efficient response to storms or emergencies.

As part of the Exelon family of companies, Atlantic City Electric also shares best practices with its sister utilities - BGE, ComEd, Delmarva Power, PECO and Pepco - and participates in collaborative emergency response training exercises to ensure the company can provide seamless support and resources to another Exelon utility during storm or emergency restoration efforts.

The mutual assistance strength within the Exelon family was evident during winter storm Stella in March 2017. Atlantic City Electric mobilized about 1,000 personnel, including nearly 500 line and field support personnel. Approximately 125 line personnel from PECO in Philadelphia assisted in the restoration effort. In addition, crews from BGE in Baltimore and ComEd in Chicago were on standby if needed. During that event, power was restored to 95 percent of the 31,500 customers who lost service within 24 hours after the storm passed.

Just like we prepare for winter, we encourage our customers also to be ready.

- Assemble an emergency storm kit. Include a battery-powered radio or television, flashlight, a first-aid kit, battery-powered or windup clock, extra batteries, special

needs items, an insulated cooler and a list of important and emergency phone numbers.

- Keep at least a three-day supply of nonperishable foods and bottled water and have a hand-operated can opener available. Customers are responsible for customer equipment.
- Make sure you have a telephone with a cord or cell phone to use as a backup. Cordless telephones require electricity to operate, and won't work if there is an outage.
- Protect your electronic equipment. Plug computers and other sensitive equipment into surge suppressors, and consider a UPS (uninterruptible power supply) for temporary battery backup power.
- Identify a safe alternate location in case of an extended outage.
- Tune to local news broadcasts for the latest weather and emergency information.
- Follow the advice of local emergency management officials.
- If candles and heaters are used, never leave them unattended and watch children and pets who could knock them over.
- Never operate a generator indoors.

We urge our customers to stay away from downed wires and always assume they are energized and avoid them. Customers are asked to immediately report a downed wire by calling 1-800-833-7476 or report and track outages through our mobile app or our website at atlanticcityelectric.com/storm.

For more information about Atlantic City Electric, visit atlanticcityelectric.com. Follow us on Facebook at facebook.com/atlanticcityelectric and on Twitter at twitter.com/aceleconnect. Our mobile app is available at atlanticcityelectric.com/mobileapp.

Sincerely,

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