

Press Release

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FOR IMMEDIATE RELEASE

PECO Extends Financial Resources for Customers Impacted by COVID-19

Company extends support policies through July 1, spotlights flexible bill pay, customer assistance and Gift of Energy program

PHILADELPHIA, PA (May 15, 2020) — To offer continued assistance to customers impacted by the COVID-19 pandemic, PECO is extending its support policies, which include suspending service disconnections, waiving new late fees, and reconnecting customers who were previously disconnected, through at least July 1. The company is also highlighting financial resources, including flexible bill pay options and the Gift of Energy program, which allows customers to provide support to those struggling financially.

The company's COVID-19 policies, designed to help ensure all customers have access to safe and reliable electric service during this critical time, launched in mid-March with PECO's announcement to suspend service disconnections and waive new late payment charges for all of customers. The commitment was extended shortly thereafter to reconnect customers who previously had their power disconnected.

"Financial hardship is a reality for many people right now, including our customers and their friends and families," said Mike Innocenzo, PECO president and CEO. "We recognize the important role we play in the community and will continue to raise awareness for our updated policies and support services to help those who need it most. We are here for our customers and will power through together."

Customers who are challenged to pay their energy bill should contact PECO customer care as soon as possible at 1-800-494-4000. PECO will work closely with customers to waive late payment fees, avoid having their service shut off, discuss reconnections, and determine eligibility for assistance programs. PECO representatives can also discuss payment options, like budget billing, which averages payments over a 12-month period to help customers manage their monthly energy bill, or flexible payment arrangements that offer individually tailored payment installment plans.

Throughout the year, PECO offers many other programs to help customers manage their energy costs and save money. Existing financial assistance programs can be found at peco.com/help

For customers who want to assist those facing financial hardships, PECO offers the Gift of Energy. With the PECO Gift of Energy program, customers can make a payment towards a friend or family member's energy bill. Customers may give any amount to any PECO customer and the gift appears on a future bill as a credit to the recipient's PECO account. The process is quick and easy, simply visit peco.com/gift or call 1-800-597-9514.

To ensure customers receive the most up-to-date information from PECO, they are encouraged to register for "My Account," an easy, online interactive tool that provides customers with the ability to set alerts and provide important contact information. Visit peco.com/myaccount or PECO's free mobile app to learn more about these programs.

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PECO, founded in 1881, is Pennsylvania's largest electric and natural gas utility. Headquartered in Philadelphia, PECO delivers energy to more than 1.6 million electric customers and more than 532,000 natural gas customers in southeastern Pennsylvania. The company's 2,700 employees are dedicated to the safe and reliable delivery of electricity and natural gas as well as enhanced energy management, environmental stewardship and community assistance. The company also has an estimated annual economic impact of \$4.8 billion in Pennsylvania, supporting more than 9,000 local jobs and producing \$775 million in labor income. PECO is a subsidiary of Exelon Corporation (Nasdaq: EXC), the nation's only Fortune 100 utility and leading competitive energy provider. For more information visit PECO.com, and connect with the company on [Facebook](#) and [Twitter](#).

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