



Sunlight Energy Group

There's power in a great plan.

ELECTRIC

BGE

<https://www.bge.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>

Policy: We are suspending service disconnections and waiving new late payment fees through at least May 1. We will be working with customers on a case-by-case basis to establish payment arrangements

BGE Number to call: 800-685-0123.

What the rep said: Repeated the policy from the website, said to pay what they could and contact BGE to make arrangements for the balance.

PEPCO

www.pepco.com/SafetyCommunity/Safety/Pages/coronavirus.aspx

Policy: We are suspending service disconnections and waiving new late payment fees through at least May 1. We will be working with customers on a case-by-case basis to establish payment arrangements

Pepco Customer Care at 202-833-7500.

What the rep said: Repeated the policy from the website and suggested the customer pay what they can and then call and request a payment plan for the balance.

DelMarVa

www.delmarva.com/SafetyCommunity/Safety/Pages/coronavirus.aspx

Policy: We are suspending service disconnections and waiving new late payment fees through at least May 1. We will be working with customers on a case-by-case basis to establish payment arrangements

Delmarva Power Customer Care at 1-800-375-7117.

What the rep said: Repeated the policy from the website and said that the customer should contact them to make whatever payment they are able and to set up a payment plan for the balance.

Potomac Edison

www.firstenergycorp.com/help/safety/coronavirus.html

Policy: To help customers facing financial difficulties, we have suspended all service shutoffs for past-due accounts until further notice.

Potomac Edison - Email or call 800-686-0011

What the rep said: Call the 1-800 number and they will transfer you to the payment company so that you can make arrangements.

Southern MD Elec Coop. (SMECO)

www.smeco.coop/corona

Policy: In response to the COVID-19 Coronavirus outbreak, Southern Maryland Electric Cooperative (SMECO) began suspending electric disconnects for non-payment on Friday, March 13, 2020.

Contact: SMECO customer care representatives are available 24 hours a day, seven days a week, at 888-440-3311.

What the rep said: Repeated the policy from the website and said that the customer should contact them to make whatever payment they are able and to set up a payment plan for the balance

GAS

Washington Gas

www.washingtongas.com/media-center/coronavirus

Policy: We are suspending disconnections and waiving late fees on customer bills until we get past this crisis. These actions are automatically in place and do not need to be requested. In addition, we are offering payment arrangements designed to meet our customers' needs.

Washington Gas Payments at 888-360-5647

What the rep said: Don't call the main number, call the 888 which is for billing. Online options are available too. It is all automated. Pay what you can, and the system will enroll you in a payment plan.

BGE – see the electric policy

Columbia Gas of Maryland

www.columbiagasmd.com/campaigns/covid-19

Policy: Columbia Gas will voluntarily suspend shutoffs for nonpayment effectively immediately. This suspension will apply to residential, commercial and industrial customers and will remain in effect until further notice. In addition, Columbia Gas will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1.

Contact: 1-888-460-4332

What the rep said: Repeated the policy from the website and also said that that it is important for the client to make some payment so that service is not immediately terminated when the crisis is over.