

Atlantic City Electric  
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atlanticcityelectric.com

## Important reliability work beginning soon in your community.

December 4, 2020

Dear Customer:

At Atlantic City Electric, we work every day to provide clean, safe, reliable and affordable service for our customers and communities. We know it is difficult to be without electric service and understand that when you hit the switch, you expect the lights to come on. Please know that we are taking steps to upgrade the service in your area and improve your service reliability.

**As of the date of this letter through the second week in January, crews will be performing tree trimming and upgrading poles, power lines and other equipment in your community.** The combination of these system improvements will help to minimize the chances of service interruptions for you and your neighbors.

Please be advised that during these upgrades you may experience service interruptions lasting between 2 and 5 hours. Specific dates and estimated times of these outages will be provided via field crews or automated calls 24 hours in advance.

In some cases, we will be working in backyards or alleyways to complete our work. During this period, please ensure that gates are unlocked, and your dogs or other pets are secured. We appreciate your patience and understanding as we take the necessary steps to continue to provide you with safe and reliable electric service.

This is part of our broader strategic effort across our service area to modernize and strengthen the local energy grid serving southern New Jersey and provide you with safer and more reliable energy service. To learn more about ongoing reliability projects across South Jersey, please visit [atlanticcityelectric.com/reliability](http://atlanticcityelectric.com/reliability).

If you have further questions or would like additional information, please contact us via email at [bert.lopez@atlanticcityelectric.com](mailto:bert.lopez@atlanticcityelectric.com) or call us at 856-351-7690. We will respond to your inquiry within 24-hours from Monday through Friday.

Sincerely,

Bert Lopez  
External Affairs Manager  
Atlantic City Electric