



Recently, several Ocean County area voiced concerns over high bills at the end of 2023 and beginning of 2024, citing additional concerns that it might be related to the recent smart meter installation. The company examined several customer accounts and was able to determine there was no correlation to the higher energy bill and the installation of a new smart meter. During an internal investigation across multiple departments at Atlantic City Electric, we concluded that other factors, including decreased temperatures and a winter storm across our service area, was the cause for the increased bill.

During winter months, customer energy use tends to go up due to increased heating use and our region did see various cold snaps in January and February that may have resulted in increased energy usage. We understand customer concerns related to these higher bills and are available to help them better understand their bill and ways they can reduce their energy use or access energy assistance if needed.

Customers can take advantage of various billing payment plans that we offer such as budget billing, which helps customers avoid seasonal spikes in their bill by spreading costs evenly month to month, and payment arrangements for customers who have trouble keeping their accounts current. Maryland and District customers can also access energy assistance program, like the Low-Income Home Energy Assistance Program (LIHEAP), which provides financial support to qualifying customers with no pay back required.

We also encourage customers to access My Account to learn how they can save energy and money. Through My Account, customers can track and adjust their energy use, sign up to receive alerts about high usage, access energy savings tips tailored to their home, and more. Customers can visit atlanticcityelectric.com/MyAccount to get started. These tools can also be accessed through our mobile app. Our customer care representatives are also available to support should customers need further assistance or have questions about their specific bill. Customers can connect with us by [1-800-642-3780](tel:1-800-642-3780) or by visiting us online at atlanticcityelectric.com.