

## **Atlantic City Electric Continues to Assess Increased Energy Usage Effecting South Jersey Customers**

*The company is committed to working with local officials to support customers facing financial hardships – and urges customers to reach out to the company directly for help.*

Mays Landing, N.J. (August 29, 2024) – Summer heat continues impacting the region, with the state on track for potentially the warmest summer to date. Atlantic City Electric understands the extreme summer heat, combined with changes in rates and cost of energy, have led to fluctuations in customers' recent energy bills.

New Jersey experienced the second hottest June on record, with a nearly eight percent temperature increase from June 2023 to June 2024. July was the seventh hottest month on record. It was also determined that residential usage in Atlantic City Electric's service area for June and July increased 20 percent compared to last year.

Recent studies have revealed that New Jersey residents are using energy more than ever before, causing equipment to work harder. This increased energy demand, coupled with inflation and extreme weather, are contributing factors affecting energy bills.

Customers have also experienced a 20 percent overall rate increase during the last year due to several different factors including supply, distribution and seasonal rate increases.

The supply rate is the cost of the electricity a customer uses, and that rate changes based on purchase cost of electric. It is a pass-through cost that the company does not profit from. Customers can use a third-party energy provider for the supply portion of their bill. The distribution rate allows the company to continue investing in reliability upgrades to better serve customers. Distribution rates also address severe storm damage and help us invest in making the grid more resilient against future storms.

We recognize our customers' concerns and the economic challenges so many are facing right now. Atlantic City Electric wants to make certain customers not only understand their bills, but also the resources available to lower energy usage and save money. We will continue to work with local officials to ensure we are meeting the energy needs of our customers and to understand the factors contributing to rising energy costs.

Each customer's bill is unique and can vary from energy use, to supplier, to clean energy solutions like solar. Our goal is to ensure customers are well-informed about the factors affecting their bill so they can better understand rates and consider all potential ways to save energy and money. Which is why we now have a portion of our website dedicated to educating our customers and addressing their concerns. We ask our customers to visit [//atlanticcityelectric.com/BillSupport](https://atlanticcityelectric.com/BillSupport) where they will find additional information on understanding their energy bill, rates and more. There is a section for customers to directly

reach out to our Customer Care team by submitting questions through our online portal – saving our customers’ valuable time.

Atlantic City Electric understands and hears our customer concerns – and we are here to empower customers to better manage their energy use with programs to support those who may be struggling to meet their energy needs or are facing a financial hardship.

[Energy assistance programs](#) are available for eligible customers that may need help paying their bill. More information is also available to help [understand your energy usage and bill](#).

**To help save energy and money on your next bill consider:**

- A no-cost [Quick Home Energy Check-up](#) identifies energy saving opportunities in your home
- [Budget Billing](#) helps make bills more predictable each month during the year
- [Seasonal energy-saving](#) tips for your home