

PECO Closes Customer Solution Center as Precaution Against COVID-19

Provides alternative resources for customers to pay energy bills and manage PECO account

To ensure the health and safety of our employees and customers, PECO will close its Customer Solution Center as a precautionary measure against the COVID-19 virus. The Customer Solution Center will be closed until further notice, effective Monday, March 16. As the nation faces this unprecedented challenge, we recognize our customers need us more than ever, and PECO is committed to keeping the lights on and the gas flowing across our local communities.

Although we understand this closure may cause an inconvenience, PECO will ensure that customers have access to manage their account and pay their energy bills through a variety of available resources.

Customers are encouraged to utilize our online tools at [peco.com](https://www.peco.com) or call PECO Customer Service at 1-800-494-4000. Through the online tools, customers can:

- Make a payment at [peco.com/payment](https://www.peco.com/payment)
- Get assistance with an energy bill at [peco.com/help](https://www.peco.com/help)
- Report an electric outage at [peco.com/outages](https://www.peco.com/outages)
- View your bill by signing into your “My Account” at [peco.com/myaccount](https://www.peco.com/myaccount)
- Start, stop or move service at [peco.com/moving](https://www.peco.com/moving)
- Register for outage, payment, billing alerts and more at [peco.com/alerts](https://www.peco.com/alerts)

If customers do not have online access or would prefer to pay their bill person, they can also [visit an authorized PECO payment location](#). These retailers are located across the Greater Philadelphia region.

As we anticipate customers will be potentially impacted by the COVID-19 pandemic, PECO is suspending service disconnections and waiving new late payment charges through at least May 1, 2020. In addition, PECO will continue to remind customers of existing bill assistance resources and energy assistance programs to support them through temporary or extended financial hardship.

For more information on PECO’s response to COVID-19 and available resources, please visit [peco.com/coronavirus](https://www.peco.com/coronavirus)