



# We're Preparing for Winter Storms

## Here's How You Can Prepare, Too



The work we are doing now will help us provide more reliable service in the event of severe storms. We've been working to make our systems more reliable. And while we can't prevent winter storms, we can take steps to address some of the most common causes of outages. We can also be better prepared to address outages when they occur.

## 5 Tips to Help You Prepare for Storms

### 1. Assemble a storm kit

Include nonperishable foods, bottled water, a telephone with a cord or a cellphone, a flashlight, battery-powered radio, medicines and infant supplies.

### 2. Develop an emergency plan and practice it regularly

Identify special needs of family members, particularly infants and the elderly. If someone relies on life-support equipment, identify an alternate location with power where they can go during a storm.

### 3. Protect electronic equipment

Plug items such as computers, televisions and DVD players into electrical surge protectors.

### 4. Update your contact information

Update your phone number to help us respond more quickly to outages. Call our Customer Care Service Center at 1-800-375-7117. Please have your Delmarva Power account number handy.

### 5. Sign up for the Emergency Medical Equipment Notification Program

Customers who rely on electricity to power life-support equipment can learn of planned outages and severe weather that could disrupt power. To enroll, call 1-800-375-7117 or visit [delmarva.com](http://delmarva.com).

To learn more about how we restore power, visit [delmarva.com](http://delmarva.com), or to report an outage or downed wires, call 1-800-898-8045.

