

Frequently Asked Questions

Is restoration priority given to customers on life support?

Our customers, including those who rely on life-support equipment, are located in neighborhoods everywhere throughout our service area. During a major power outage, it is not possible to correct problems at individual locations before main substations and power lines are restored.

Our restoration process uses a system of priorities that have been developed taking into account public safety, community needs and the nature of the electric distribution system. Generally, the sequence is as follows:

1. Downed live wires or potentially life-threatening situations and public health and safety facilities without power,
2. Transmission lines serving thousands of customers,
3. Substation equipment,
4. Main distribution lines serving large numbers of customers,
5. Secondary lines serving neighborhoods,
6. Service lines to individual homes and businesses.

Customers with life-support equipment in their homes are therefore urged to make emergency arrangements ahead of time to prepare for extended outages when a major storm threatens.

When the power is out, what is the best way to protect my food and refrigerated medicine?

The best way to protect food and medicine is with regular ice in an insulated cooler. Ice is inexpensive, easy to use and readily available from a number of retail sources. It is also the best way to preserve medicines that must be refrigerated.



What can you tell me about portable generators?

The most important consideration is safety. Improper use of portable generators can be deadly due to the carbon monoxide from the generator exhaust and the potential for electrical shock from improperly connecting the generator to a home wiring system. Portable generators should never be operated indoors, in an attached garage or near open windows and doors. Individual appliances should be plugged into the generator using appropriately sized, outdoor-rated cords.

Improper use of portable generators can be deadly due to the carbon monoxide from the generator exhaust and the potential for electrical shock from improperly connecting the generator to a home wiring system.

If you plan to connect a generator to your home wiring, first have an electrician install a transfer switch in accordance with National Electric Code requirements to prevent electricity from feeding back into electric lines. Failure to properly connect your generator to your house wiring could cause back feed on our power lines and endanger our line workers and others. **Never plug a portable generator into an electrical outlet in your home.**

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For the latest information during a storm, go to delmarva.com. Select Outages & Emergency Preparedness for more information on the Emergency Medical Equipment Notification Program.

Other Resources

Federal, state and local emergency management agencies provide useful information on emergency preparedness.

Federal Emergency Management Agency (FEMA)

1-800-480-2520
www.fema.gov

Delaware Emergency Management Agency

302-659-3362
dema.delaware.gov

Maryland Emergency Management Agency

1-877-MEMA-USA
www.mema.state.md.us

American Red Cross

Call your local chapter
www.redcross.org

Important Phone Numbers

For Delmarva Power Emergency Service or to report a power outage, call our emergency numbers 24 hours a day, 7 days a week.

New Castle County (DE) and Cecil and Harford Counties (MD)..... 1-800-898-8042

Kent and Sussex Counties (DE) and the Eastern Shore of Maryland..... 1-800-898-8045

For Natural Gas Emergencies..... 302-454-0317 or 911

Customer Care

If you have a general inquiry or a billing question, please call Delmarva Power Customer Care, Monday through Friday from 7 a.m. until 7 p.m.

1-800-375-7117

TTY: 1-800-822-1200

Fax Medical Certification Form to:

1-888-254-1239



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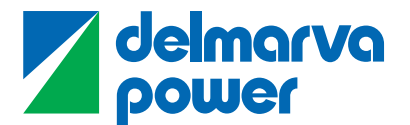


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Emergency Medical Equipment Notification Program

- Description of Program Services
- Plan Ahead for Emergencies
- Safety Tips
- Important Phone Numbers
- Frequently Asked Questions



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Emergency Medical Equipment Notification Program

We care about our customers and recognize that some face special challenges. For customers who rely on electricity to power life-support equipment in their homes, such as respirators or kidney dialysis machines, Delmarva Power offers the Emergency Medical Equipment Notification Program. This program provides advance notice of scheduled outages and severe weather alerts to customers who depend on electricity for emergency medical and life-support equipment.

Services available to qualified participants who enroll in this program include:

- an information package to help you prepare for emergencies,
- notification of scheduled outages in your area, and
- notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

Please note that since customers who rely on electricity to power life-support equipment are located throughout our service area, it is not possible to give priority to these customers following storm outages. In addition, the program does not exempt customers from disconnection of electric service for non-payment.

To enroll, please go to our Web site or contact Customer Care representatives to obtain the necessary certification form for you and your physician to complete and fax or mail back to us.

In every case, we want to make sure our customers have information to help them plan for emergencies, and you will find this brochure also contains information and tips to help you prepare.



Description of Program Services

Information Package

Delmarva Power will send out an annual package of information to help customers with life-support equipment in their homes.

Scheduled Outage Notification

Scheduled outages occur when Delmarva Power plans ahead to turn the power off to a part of the electric system in order to perform maintenance or construction on that section of line. Once customers are enrolled in the Emergency Medical Equipment Notification Program, they would be given as much advance notice as possible of any scheduled outages that might affect their electric service.

Severe Storm Notification

We cannot guarantee advance notice of outages in the event of a storm emergency or any other unplanned outage, but when possible we will provide notification of the potential for widespread outages due to forecasted severe weather or other potential system problems.

When a severe weather alert such as a hurricane warning is posted for our service area, Delmarva Power will telephone customers who are enrolled in our Emergency Medical Equipment Notification Program. The message will remind participants that there is a potential for widespread outages and they should prepare to implement their storm contingency plan if extended outages occur.

Plan Ahead for Emergencies

Occasional power outages are unavoidable and we encourage all customers to plan ahead for storms or any type of emergency situation.

It is important that customers with life-support equipment in their homes or their caregivers take responsibility to make arrangements ahead of time to prepare for potentially long-lasting interruptions in electric service. Because customers who depend on life-support equipment are spread throughout all parts of our service

area, it's not possible to provide restoration priority to individual medical needs customers when there are power outages.

Customers who use life-support equipment that requires electricity to operate should identify a location with emergency power capabilities, and make plans ahead of time to go there or to a health care facility during a prolonged outage. One alternative would be to ask a relative or friend who has power if you can stay with them. Another option is to research whether or not a portable generator is appropriate for your situation. Contact your physician to discuss other alternatives. Customers who experience medical distress due to a power outage should seek medical assistance.

Whatever the cause of a power outage, we understand the inconvenience and hardship that loss of power presents, and greatly appreciate your patience as we work to restore service as quickly and safely as possible.

What You Can Do Now

Planning ahead is essential for everyone. Here are some things you can do right now to prepare:

- Assemble a "storm kit." Include a battery-operated radio or television, flashlight, a first-aid kit, battery-powered or windup clock, extra batteries, an insulated cooler and a list of important and emergency phone numbers.
- Keep at least a 3-day supply of nonperishable foods and bottled water and have a hand-operated can opener available.
- Check your supplies of medications, prescription drugs and any special health need items such as contact lens supplies or infant supplies.
- If you have recently moved or changed your phone number, call us at 1-800-375-7117 and say "update phone number." Have your 12-digit account number available. Updating your phone number will help us contact you in the event of a severe storm notification or a scheduled outage.
- Make a plan and gather supplies for your pet or service animal.

- Make sure you have a telephone with a cord or cell phone to use as a backup. Cordless telephones require electricity to operate, and won't work if there is an outage.
- Protect your electronic equipment. Plug computers and other sensitive equipment into surge suppressors, and consider a UPS (uninterruptible power supply) for temporary battery back-up power.



Safety Tips

If you see a downed power line, stay away from it. Assume that all downed power lines are live and extremely dangerous. Don't touch any person or object that is in contact with a power line; the current could flow through you, causing serious injury or death. Immediately call Delmarva Power to report downed wires and call 911 if there is an emergency such as a fire or for medical assistance.

New Castle County (DE) and Cecil and Harford Counties (MD)..... 1-800-898-8042

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Also:

- Never attempt to remove trees or limbs from any utility line. Assume all objects touching a power line are energized.
- If you have a flooded basement in your home, never attempt to turn off power or operate circuit breakers while standing in water.