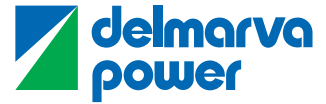


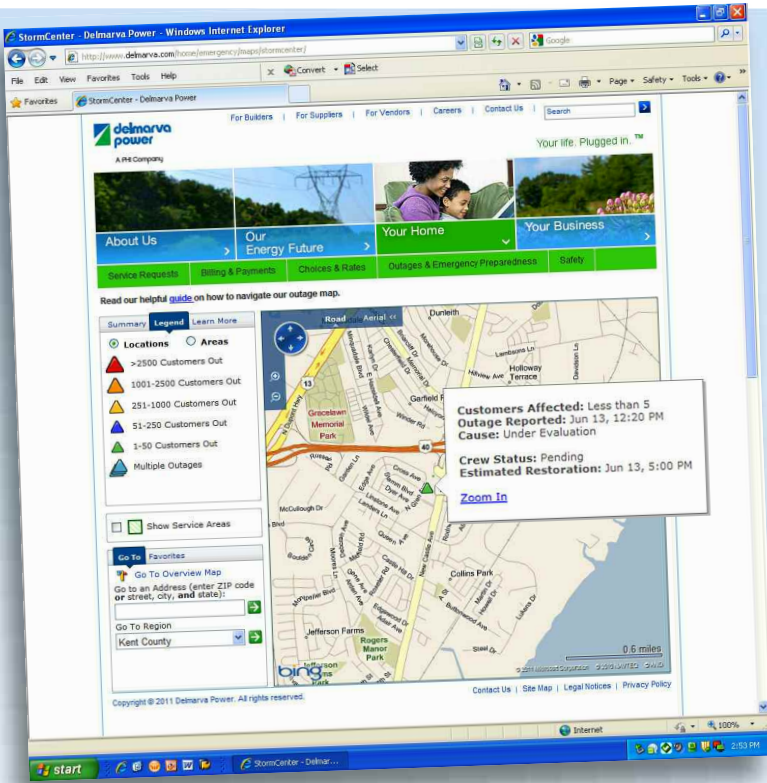
LINES

DELMARVA.COM



Your life. Plugged in.™

JULY 2011

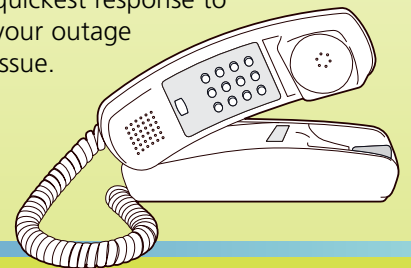


“Why Do I Have to Call When My Power’s Out?”

Our outage maps are only as accurate as the information we receive from our customers. To ensure that your power is restored as quickly as possible, always call us at 1-800-898-8042 or 1-800-898-8045 when your power is out. Remember, a neighbor’s call to report their outage will not indicate to Delmarva Power that you’re out of power as well.

Also, always request a call back to verify if your service has been restored. This helps us pinpoint outages after the main electric line has been restored, and allows us to make repairs to individual customers.

And please also make sure we have your current telephone number. Contact our Customer Care Service Center at 1-800-375-7117 – with your account number handy – to update your contact information in our automated system. Current customer information allows us to provide the quickest response to your outage issue.



“When Will My Power Be Back On?”

There are a number of events that can cause you to lose electric power to your home – including severe weather, an accident such as a vehicle hitting a power line, trees or animals coming in contact with power lines, or equipment malfunction.

Whatever the reason, we know that all you want to know is, “When will my power be back on?”

To provide you with that answer, we have updated our outage maps to get you that information as quickly as possible.

Go to delmarva.com and familiarize yourself with our outage maps that allow you to:

- View outages by county or ZIP codes.
- Zoom in as close as 600 yards to see outages in your specific location.
- View updated information every 10 minutes.

**POWER
OUT?**

*In New Castle County, DE; Cecil and Harford Counties, MD: 1-800-898-8042
In Kent & Sussex Counties, DE; and the Eastern Shore of MD: 1-800-898-8045
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317*

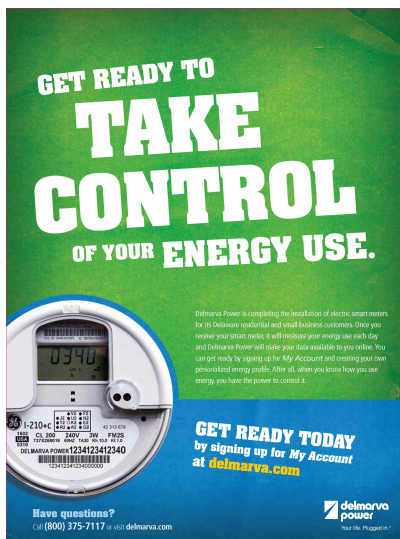
“Take Control” by Learning More About Smart Meters

With the switch to “smart” electric meters nearly complete in Delaware, Delmarva Power has launched a statewide *Take Control* education campaign to help you learn more about smart meters and realize the benefits the new technology offers.

Go to www.takecontroldelaware.com, an easy-to-use, one-stop resource to answer your questions and guide you through enhanced features soon to be available via the company’s *My Account* online tool. The Web site also provides energy-savings information and tips.

In addition to the Web site, we will be out and about in your community to talk to you directly and answer any questions you may have about the smart meter initiative and program benefits.

In the meantime, please sign up for *My Account*, a key component for helping you *Take Control*. When you register with your account number and answer a few simple questions, this free online energy audit tool will create a personalized energy profile to help you learn how to *Take Control* of your energy use and costs.



Lightning: Stay Out of the Danger Zone

Summer is the peak of lightning season. According to the National Weather Service, lightning strikes kill an average of 60 people and permanently injure hundreds each year.

The following precautions will help you stay safe while enjoying summertime activities:

- Watch and listen to local weather reports for warnings of thunderstorms.
- If you hear thunder while outdoors, seek immediate shelter; do not stand under a tree.
- When inside during a lightning storm, stay off corded phones, computers and electronics.
- Call 9-1-1 if you see a lightning victim; perform CPR if trained.



August

THINGS TO DO IN THE REGION

Delaware (Area code 302)

Aug 6: ILC Dover: A Legacy of Innovation in Our Own Backyard; Legislative Hall, 411 Legislative Ave., Dover; 302-744-5055.

Aug 20: All You Can Eat, Fried Chicken Dinner; Roxana Vol. Fire Co., Roxana; 302-436-2300.

Aug 27: 1st Annual, Runnin’ Trails for Waggin’ Tails 5k Run/Walk; Bellevue State Park, 800 Carr Rd., Wilmington; 302-252-5095, Delawarepitbullrescue@gmail.com, www.faithfulfriends.us/calendar.php.

FOR MORE THINGS TO DO IN THE REGION, click on “About Us” and then “In the Community” at delmarva.com.

To include a future event either in LINES or online, fax to: 302-283-6095, or e-mail: lines@delmarva.com.

Take Me Out to the Ball Game

Delmarva Power and Miss Utility of Delmarva are sponsoring a fun-filled evening at the Wilmington Blue Rocks game on August 11.



Per ticket cost is just \$8.11. The event will educate fans on the importance of calling 811 before you dig to get underground utilities marked.

If you’re planning to install a mailbox, plant a tree, build a deck or take on a home project, call 811 before you dig to prevent damage to natural gas pipelines, electric lines and other utilities.

To purchase discount tickets, visit www.bluerocks.com or call 302-888-2015.