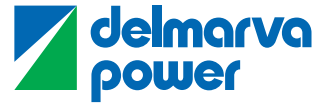


LINES

DELMARVA.COM



Your life. Plugged in.™

OCTOBER 2011

Help When You Need It Most

Assistance is available this winter season for those who need help paying energy bills.

The federal **Low Income Home Energy Assistance Program (LIHEAP)** is available to low-income households – both homeowners and renters – across Delmarva Power's service territory who are struggling to keep up.

Customers are advised that LIHEAP assistance may be limited this heating season due to a likely cut in federal funding.

Call **Catholic Charities** (which administers the program) in your county to find out where and how to apply for assistance.

Kent County: 302-674-1782

New Castle County: 302-654-9295

Sussex County: 302-856-6310

In addition to the state-specific programs, Delmarva Power partners with the Salvation Army to offer energy assistance to its low-income customers through the **Good Neighbor Energy Fund**. To learn more or to contribute to the fund, please contact:

The Salvation Army

P.O. Box 712

Wilmington, DE 19899-0712

For assistance, call 302-472-0750

To contribute, call 302-472-0725

Delmarva Power offers payment options for those who just need a little flexibility in paying their bill. Visit delmarva.com and learn more about Budget Billing, Extended Payment and Time Payment Arrangement programs.

Get Ready to **TAKE CONTROL** with your "Smart Meter"

In Delaware, Delmarva Power is continuing its statewide *Take Control* education campaign to help customers learn more about their smart meters and the benefits they offer to the community.

Smart meters will provide customers with detailed information that will enable them to gain a better understanding of their energy use, result in fewer estimated bills, help to pinpoint outages and help us all to meet our energy reduction goals.

To date, more than 99 percent of Delaware customers have received the new smart meters. Of those who have received the smart meters, 85 percent of the customers have been notified that they can now begin viewing their hourly and daily energy data by logging on to *My Account*, Delmarva Power's online energy audit tool.

Armed with this detailed data and the tools on *My Account*, customers will be well on their way to taking control of their energy use. Enrolling in *My Account* provides customers with the added benefits of being able to compare monthly statements and view and pay bills online. Get ready to take control today by signing up for *My Account* at delmarva.com.

To learn more about your new smart meter, go to www.takecontroldelaware.com.



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

Go Paperless to Win Some Green

Don't miss your chance to win a \$1,000 gift card. Sign up as a new Green Bill registrant between now and December 16, 2011.

Your name will be automatically included in the contest. No purchase is necessary and only one entry is allowed per residential account. One winner will be drawn from all Delmarva Power registrants.

To enter, sign up for *My Account* at delmarva.com and then select the "Green Bill (Paperless)" billing option. With Green Bill, you will automatically receive a monthly email stating that your bill is ready to view. In addition, you have the option to sign up for AutoPay, our recurring payment program.



Learn How to Prevent Electrical Fires

National Fire Prevention Week is October 9-15. However, we urge you to practice fire safety all year long. Take the following steps to lower the risk of electrical fires in your home:

- Cover all unused wall sockets with plastic safety covers if there are small children in your home.
- Replace or repair loose or frayed cords on all electrical devices.
- Avoid running extension cords across walkways, doorways and under carpets.
- Consider having a qualified electrician install additional circuits or outlets to prevent the use of extension cords.
- Follow the manufacturer's instructions for plugging appliances into electrical outlets.
- Avoid overloading outlets. Plug only one high-wattage appliance into each receptacle at one time.
- Place lamps on level surfaces away from things that can burn, and use bulbs that match the recommended wattage of the lamp.
- Install smoke alarms on every floor and near all sleeping areas.

For additional safety information, please visit delmarva.com.

November

THINGS TO DO IN THE REGION

Delaware (Area code 302)

Nov 2: The First State Heritage Park 18th Century Market Fair; The Old State House, 25 The Green, Dover; 302-744-5055.

Nov 5: From the Crater to a Tree Near Smyrna: The Tragic Odyssey of Obie Evans and other African-Americans in Civil-War Delaware; Delaware Public Archives, 121 Duke of York St., Dover; 302-744-5047, thomas.summers@state.de.us.

Nov 5: We Poor Devils: The Civil War; First State Heritage Park Welcome Center & Galleries, 121 Duke of York St., Dover; 302-744-5055.

Nov 12: Dutch American Heritage Day; Zwaanendael Museum, 102 Kings Highway, Lewes; 302-645-1148.

Nov 12: Roxana Vol. Fire Company Ladies Aux Craft Bazaar; Roxana Vol. Fire Co., 35943 Zion Church Rd., Frankford; 302-436-2851, rozell12@mchsi.com.

Nov 15: The Greene Turtle Cares about the Little Things Cancer Benefit; The Greene Turtle Sports Bar & Grille, 17388 North Village Blvd., Unit 21, Lewes; 302-644-6840, www.tlt4c.org.

Nov 18: Delaware Chapter of the National Multiple Sclerosis Society's MSquerade; World Cafe Live at The Queen; 500 N. Market St., Wilmington; www.is.gd/LKJ1kb.

Nov 18-20: Festival of Trees; Cokesbury Village, Hockessin; 800-838-9800, www.delawarehospice.org.

Nov 19: Light Me Up!: Candle-Dipping Workshop & Lighting Discussion; John Dickinson Plantation, 340 Kitts Hummock Rd., Dover; 302-739-3277.

Nov 21-23, 25-27: Festival of Trees; Dover Downs Hotel & Casino, Dover; 800-838-9800, www.delawarehospice.org.

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 email: lines@delmarva.com.