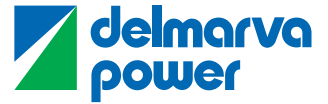


LINES

DELMARVA.COM



Your life. Plugged in.™

SEPTEMBER 2011

Help for High Summer Bills

We recognize the hardship high energy bills can pose for our customers, particularly during this summer of record-breaking temperatures.

If you're having a difficult time paying your electricity bill, we're here to help.

Contact Customer Care at **1-800-375-7117** before your bill becomes unmanageable.

We have information on payment programs such as Budget Billing that can help you avoid seasonal cost spikes and keep monthly bills level. We also can help you make other reasonable payment arrangements.

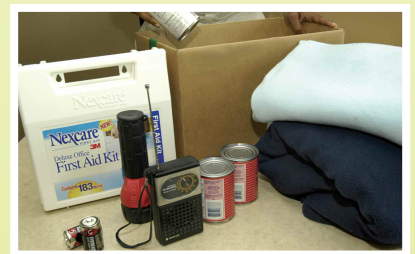
Another way to save is registering for *My Account*, a Web-based interactive tool that is free and easy to use at delmarva.com.

My Account provides you with a detailed analysis of your specific electricity use and offers ways you can save energy and save on your monthly energy bill.

Hurricane Season Reminder

Even though the summer is coming to an end, hurricane season runs through November 30. Stay prepared for severe weather by:

- Keeping Delmarva Power's emergency number – **1-800-898-8042** or **1-800-898-8045** – handy to report outages or wires down.
- Preparing an emergency survival kit to include a flashlight, battery-powered radio, fresh batteries, essential medication, nonperishable food, and enough fresh water to last several days.
- Developing a contingency plan. Decide where to go in the event of a lengthy power outage such as seeking temporary shelter with family or friends.
- Making 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.



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**

It's Back – Your Chance to Win \$1,000!

If you missed your chance last year, the Green Bill New Registration Contest is back!

To win a \$1,000 gift card, just 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 e-mail stating that your bill is ready to view.

In addition, you have the option to sign up for AutoPay, our recurring payment program.

Debunking Energy Myths

Confused about some of the information available to help you save energy and reduce your utility bill? The following will help clear up a typical misconception around setting the thermostat.

Myth: *It takes less energy to have my thermostat maintain a comfortable temperature while I'm away than it does to have it heat up or cool down my house when I get home.*

Fact: *If you'll be away from home for more than a few hours, then it is more cost-effective to turn on the heat or air conditioner once you get back than to maintain a comfortable temperature while you're gone. Energy Star recommends adjusting your thermostat up in the summer and down in the winter by 8 degrees Fahrenheit while you're asleep or away from home.**

*Source: Energy Star and E-Source



October

THINGS TO DO IN THE REGION

Delaware (Area code 302)

Oct 1: Life at Sea; Zwaanendael Museum, 102 Kings Highway, Lewes; 302-645-1148.

Oct 1: Victoberfest!; Johnson Victrola Museum, 375 S. New St., Dover; 302-744-5055.

Oct 2: Delaware Humane Association's 21st Annual Walk for the Animals; Banning Park, Wilmington; 302-571-8171 x307, events@dehumane.org, www.dehumane.org/heroeswalk.

Oct 8: Mid-Atlantic Symphony Orchestra Season Premiere; Mariner's Bethel Church, Rt. 26 and Central Avenue, Ocean View; 888-846-8600, www.midatlanticsymphony.org.

Oct 8: 5K for Kidds; Washington Street Ale House, Wilmington; 302-235-5544, www.races2run.com.

Oct 15: 18th Century Barbecue; John Dickinson Plantation, 340 Kitts Hummock Rd., Dover; 302-739-3277.

Oct 22: 3rd Annual Harvest Arts Festival; Newark Arts Alliance, 276 East Main St., Newark; 302-266-7266, www.newarkartsalliance.org.

Oct 23: Annual Spaghetti Dinner; Little Sisters of the Poor, Jeanne Jugan Residence, Newark; 302-368-5886, www.littlesistersofthepoordelaware.org.

Oct 23: Kent Sussex Quilt Guild – Quilting: The Original Green; Georgetown CHEER Center, Georgetown; 302-539-2606, www.kentsussexquiltshow.com.

Oct 23: 2nd Annual Delaware Wine & Beer Festival; Pizzadili Winery & Vineyards, Felton; 302-734-4888 or 800-233-5368, www.visitdover.com.

Oct 29-30: Quota 25th Christmas Craft Fair; Wicomico Youth & Civic Center, Salisbury; 410 546-2640, www.quotacraftfair.com.

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.