

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN DELAWARE

DELMARVA.COM



A PHL Company

OCT 2008

DID YOU KNOW?

Q: I'm curious – what are the most likely causes of electrical fires in the home?

A. The National Fire Protection Association (NFPA) cites the top three causes of electric fires in the home as outdated wiring and faulty circuit breakers; improper use of lamps, lighting fixtures and light bulbs; and use of extension cords.

Nationally in 2005 there were nearly 21,000 home fires involving electrical and lighting equipment. This caused 500 deaths, 1,100 injuries and \$862 million in property damage.

Signs of electrical problems may include –

- recurring blown fuses and tripping circuit breakers,
- discolored or warm wall outlets,
- a burning smell coming from an appliance,
- tingling feeling when you touch an appliance,
- sparks from an outlet, and
- flashing lights.

Be aware of electrical fire dangers. Consult a qualified electrician, keep smoke detectors in good working order, and learn about fire safety at nfpa.org.

Also, see related story on the back page.

Gas Customer Rate Changes Take Effect November 1

Higher wholesale natural gas prices have caused an increase in monthly home heating bills for natural gas customers this winter. The average customer using about 120 centi-cubic feet (ccf) of natural gas per month will have about a 14.8 percent or \$25.17 per month bill increase – after having two years of consecutive heating bill decreases.

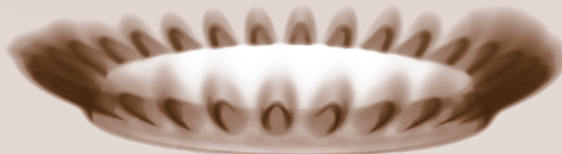
The gas cost increase represents the price the utility pays to purchase fuel for its customers, on which Delmarva Power makes no profit. The portion of your bill the utility charges to deliver gas will not change.

Delmarva Power understands the challenge of rate increases. That's why we assist customers in managing their monthly energy bills through "My Account," a free interactive Web tool on delmarva.com. With "My Account," customers can conduct a home energy audit to discover ways to get the most from their energy dollars.

We advise customers to use conservation techniques such as lowering thermostats to 68 degrees during the winter, enrolling in our Budget Billing program to help manage seasonal changes in monthly bills, and seeking help through energy assistance programs, if eligible.

Customers also can take advantage of automatic direct debit, online, pay-by-phone and in-person bill payment options to make paying bills easier. We also send speakers to neighborhood associations and local groups to discuss ways to save energy.

Higher fuel prices are something we all face, Delmarva Power is here to help. Visit our Web site and click, "Manage Winter Energy Costs," or call Customer Care at 800-375-7117.



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Your Life.
Plugged In.™

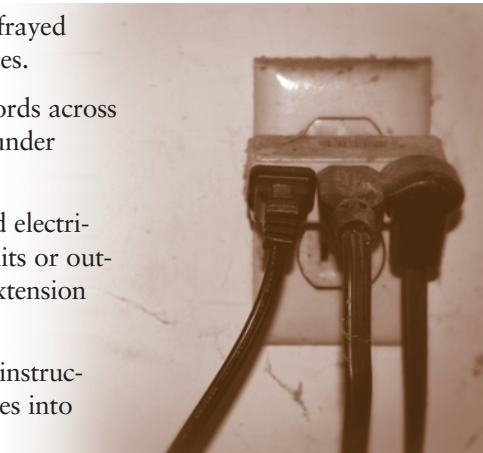
POWER OUT?

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

Home Safety: Preventing Electrical Fires

In October we traditionally turn our attention toward fire prevention. Delmarva Power cares about your safety and urges you to lower the risks of electrical fires by taking the following steps 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.



Electrical safety information is available at delmarva.com, click "Safety."

Help Paying Winter Energy Bills Is Available

As the heating season approaches, some families may need a little help paying their utility bills. The federally funded Low Income Home Energy Assistance Program (LIHEAP) provides help for numerous households each year.

For more information on LIHEAP, Delaware customers may call 1-800-464-4357, visit liheap.org or call the LIHEAP office in their county:

New Castle: 302-654-9295
Kent: 302-674-1782
Sussex: 302-856-6310

Delmarva Power invites customers to support efforts in helping our low-income neighbors through the Salvation Army's Good Neighbor Energy Fund (GNEF). Each time a customer donates \$3 to the fund, Delmarva Power donates \$1. This money goes directly to help families in need. Please call GNEF at 302-472-0750 for details.

We understand the challenges of low-income families, those on fixed incomes and customers who may need a little flexibility in paying their bills. That's why Delmarva Power offers a variety of billing and payment options such as Budget Billing.

For more information, please call Customer Care at 800-375-7117 or visit delmarva.com and click "Billing and Payments."

Delaware (Area code 302)

Nov 1: Mosaic's Masquerade Gala; U of D Trabant Center, Newark, www.newarkartsalliance.org/mosaic.html

Nov 7-9: Center for the Creative Arts Annual Artisans Craft Show; Yorklyn; 302-239-2434, info@ccarts.org, www.ccarts.org

Nov 19-23: Kent County Festival of Trees; Dover Downs Hotel & Casino, Dover; 1-800-838-9800, 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 send an e-mail to Lines@delmarva.com.

Congrats to "My Account" Contest Winners

Delmarva Power customers Edward Boulden and Gail Campbell recently won a Philadelphia Phillies Baseball Fun Night by registering as new users of "My Account" during our summer contest.

"My Account" is our interactive Web tool that helps customers save energy in their home and money on their utility bill by providing tips and tools to decrease the amount of home energy use. Use "My Account" to compare and analyze your utility bill, understand why your bill changed and see where your energy dollars go.

Although our contest is over, you can still score big. Go to delmarva.com and click "My Account" to learn how to save energy and money on your bill. You can e-mail us at lines@pepcoholdings.com to tell us what you think. We're eager to hear from you.