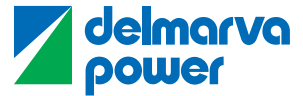


LINES

DELMARVA.COM



Your Life. Plugged In.™

NOVEMBER 2008

Welcome to the New Look of Lines

Our customer newsletter now displays fresh blue and green colors and updated typography to reflect Delmarva Power's environmental commitment and to enhance readability.

We hope you like our redesign.

When It's Cold Outside, Stay Safe and Warm Inside

Whether you're using a fireplace, furnace, wood stove or space heater in your home, we offer the following safety tips:

- Keep a three-foot clearance between all heating equipment and anything that can burn (such as furniture and drapes).
- Never use your oven to heat your home.
- Turn off portable space heaters when leaving a room and before going to bed.
- Make sure your fireplace has a sturdy screen to prevent sparks from flying into the room.
- Have heating equipment inspected and cleaned every year.
- Install smoke alarms and carbon monoxide alarms.

For more safety information, go to delmarva.com and click "Safety."

Give the Gift of Energy

With energy prices much higher this year, many families could struggle to afford heating their homes this winter.



This holiday season, Delmarva Power is encouraging its customers to consider giving the gift of energy.

The way it works is simple, just:

- Visit a Delmarva Power Walk-In Office.
- Provide the service teller with the name and address of the person for whom you're buying the gift of energy.
- Make a payment* on that special someone's account.
- Receive a free holiday card to give to that special someone, compliments of Delmarva Power.

*Gift of energy payments can be made by check or credit card. They must be made in person at one of the following locations:

Place: Delmarva Power Wilmington Walk-In Office
Address: 630 Martin Luther King Blvd., downtown Wilmington
Hours: Monday – Friday, 10 a.m. to 6 p.m.

Place: New Castle Regional Walk-In Office
Address: I-95 at Route 273 in Newark
Hours: Monday, Wednesday, Friday, 8 a.m. to 5 p.m.
Tuesday, Thursday, 9 a.m. to 6 p.m.

**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**

Technology Empowers Customers to Reduce Energy Bills

Delaware customers are a step closer to using advanced technologies to help lower their energy bills.

The Delaware Public Service Commission recently approved Delmarva Power's plan to install smart meters at the homes and businesses of our 300,000 electric and gas customers.

The high-tech meters will provide two-way communication between the customer and the utility, enabling customers to monitor energy prices throughout the day and alter their usage to help save money.

"Smart" meters are a part of the "smart grid" technology, which ultimately will improve customer service by detecting outages remotely. With this technology in place, customers may no longer have to call Delmarva Power to report outages.

Smart meters also will increase billing accuracy and reduce the number of estimated bills customers receive. To learn more about our plans for providing cleaner energy, visit delmarva.com and click, "Our Energy Future."

Warm Up to Winter Energy Savings with 'My Account'

Looking for ways to lower home heating bills this winter? Log onto delmarva.com and take advantage of our interactive Web tool called "My Account."

With "My Account" you can conduct a free home energy audit, analyze your monthly bill and find plenty of low- and no-cost ways to reduce energy use and save on energy costs.

Here are additional ways to save this winter on your heating bills:

- Let the sun heat your home – open curtains and drapes during the day, but close them at night to keep the chill out.
- Test your windows and doors for air tightness, add weather stripping and caulk where necessary.
- Set your thermostat at 68 degrees during the day and 60 degrees at night, health permitting.
- Turn the thermostat down to 60 degrees if you will be away from home for four hours or more.

Log on to delmarva.com and try "My Account"

Did You Know?

Q. I've recently seen some great bargain prices on electrical products with brand names I've never heard of. Are they just as good as the well-known, more expensive ones?

A. Not in most cases. According to the Electrical Safety Foundation International (ESFI), most no-name or off-brand electrical products pose serious safety hazards.

These devices are not tested by an independent test agency such as Underwriters Laboratory and do not carry UL, CSA or ETL certifications. Cheaply made electrical goods often overheat and lead to short circuits, fire, shock or explosion.

The ESFI recommends the following:

- Look for the UL, CSA or ETL-SEMKO certification marks.
- Purchase electrical products directly from the manufacturer, a reputable distributor or retailer.
- Beware of bargains that seem too good to be true.
- Look for the name and contact information of the manufacturer.

Visit nema.org or www.ul.com for more information on electrical product safety.



Delaware (Area code 302)

Dec 2: Nouveau Beaujolais Tasting Event Red Cross of Delmarva Fundraiser; Irish Eyes, Lewes; 226-3333, www.redcrossdelmarva.org.

Dec 5,12,19: Holiday Brown Bag Concert Series; Grace Episcopal Church, Talleyville; 478-9533; www.graceepismde.org.

Dec 5-7: Sussex County Festival of Trees; Delaware Tech & Community College, Georgetown; 1-800-838-9800, www.dehospice.org.

Dec 6-7: Lombardy Open House; Lombardy Hall, Concord Pk., Wilmington; 798-3828.

Dec 7: Arden Antiques & Collectibles Show; Gild Hall, Arden; 475-2608, www.ardenclub.com

Dec 27-28: Dino Days; Delaware Museum of Natural History, 4840 Kennett Pike, Wilm; 658-9111, www.delmnh.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.