

# LINES

DELMARVA.COM

OCTOBER 2009

## Get Help with Energy Bills This Winter

Assistance is available this winter season for those who need help paying utility or heating bills.

The federally funded *Low Income Home Energy Assistance Program (LIHEAP)* provides assistance to qualified Delaware residents. For more information on LIHEAP, customers may call 1-800-464-4357, visit [liheap.org](http://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 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.

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



For the second time this year, Delmarva Power has filed a request to lower natural gas rates for residential, commercial and industrial customers in New Castle County.

Under the proposed adjustment, a typical residential customer who uses roughly 120 ccf (centi-cubic feet) of natural gas per month during the heating season would see a total bill decrease of 10.2 percent, or \$19.02 per month, from \$186.32 to \$167.30.

The impact on commercial and industrial natural gas customers would vary according to usage, with overall bills declining from 6 percent to as much as 16 percent

The proposed decrease, filed with the Public Service Commission in September, is attributed to lower gas commodity prices driven by lower consumer demand and record-high supply levels.

Pending commission approval, this would be the second decrease in natural gas rates this year for customers. In March, rates decreased 4.8 percent for the typical residential customer due to lower gas commodity prices.

## 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*



**Nov 6: Claymont Fire Company Ladies Auxiliary Basket Bingo;** 3223 Philadelphia Pike, Claymont; 302-792-2297 or 993-6969.

**Nov 13-14: Holiday Bazaar;** St. Mark's United Methodist Church, 1700 Limestone Rd., Stanton; 302-994-0400.

**Nov 13-15: Artisans Show;** Center for the Creative Arts, 410 Upper Snuff Mill Row and Route 82, Yorklyn; 239-2434, [www.ccarts.org](http://www.ccarts.org).

**Nov 14: Dutch American Heritage Day;** Zwaanendael Museum, 102 Kings Hwy, Lewes; 302-645-1148.

**Nov 14: German Christmas Festival/Bazaar;** DE Saengerbund, 49 Salem Ch. Rd, Newark; 366-9454, [www.delawaresaengerbund.org](http://www.delawaresaengerbund.org).

**Nov 14: Masterworks Exhibition Opening;** DE Art Museum, Wilm.; [www.delawarebyhand.org](http://www.delawarebyhand.org).

**Nov 24-25, 27-28: Festival of Trees - Kent County;** Dover Downs Hotel & Casino, Dover; 800-838-9800, [www.delawarehospice.org](http://www.delawarehospice.org).

**FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at [delmarva.com](http://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](mailto:lines@delmarva.com).

## Prevent Electrical Fires in Your Home

October is Fire Prevention Month, a perfect time to focus on preventing an electrical fire in your home. Follow these simple suggestions to stay safe year round:

- Daylight savings time ends November 1. As you set your clocks back, take time to check the batteries in smoke detectors.
- Inspect electric cords and replace them if they are damaged.
- Look for the UL (Underwriters Laboratories) label when purchasing appliances.
- Never use water on an electrical fire. Keep a fire extinguisher handy.
- Avoid running extension cords across walkways, doorways and under carpets.
- Never pull an electrical plug out by the cord.
- If you use a portable space heater, keep it at least 4 feet away from drapery and furniture, and place it on a non-flammable surface.

We have more fire safety tips at [delmarva.com](http://delmarva.com).

## Now is a Good Time for an Energy "Tune Up"

Whether you have an old house, a new one, or rent an apartment, they all require an energy tune up in time for the heating season. Here are a few tips to help you reduce energy use and save money as the weather gets colder:

- Winterize windows with weather stripping for all moveable joints and caulking for non-moving parts.
- Change the filter on your heating system once a month for more efficient operation. This will save money and improve comfort.
- Set your thermostat at 68°F for eight hours a day and you'll save as much as 10 percent on energy costs. Every degree you lower your thermostat could save you about 3 percent on your heating bill.
- Inspect ductwork for any air leakage. If you do feel air leaking at joints, use silver metal duct tape to seal them. You could save up to 10 percent on heating costs by eliminating those leaks.



For more winter energy tips, visit [delmarva.com](http://delmarva.com) and check out our "85 Ways to Save" brochure.

## Carbon Monoxide: Beware of the Silent Killer

You can't see it, or smell it, but it's there. It's carbon monoxide (CO), the leading cause of accidental poisoning in the U.S. The incomplete burning of any material containing carbon such as gasoline, natural gas, oil, propane, coal or wood produces CO. You can prevent carbon monoxide exposure:

- Make sure appliances using combustible gases are well ventilated to remove CO from the living space.
- Do not heat rooms using your kitchen range, which can reduce oxygen levels and cause CO to build up.
- Install carbon monoxide detectors on every floor.
- Only use charcoal grills outdoors.
- Avoid leaving vehicles running in the garage.
- Have your heating equipment inspected each year by a qualified technician.

Symptoms of carbon monoxide poisoning include: headache, dizziness, nausea, seizures, unconsciousness, respiratory failure and cardiac arrest. If you experience any of these symptoms, get outside immediately and call 911.

If you have a gas emergency to report, call Delmarva Power at 302-454-0317.