

FOR CUSTOMERS IN DELAWARE



Your life. Plugged in.™

LINES

DELMARVA.COM

JANUARY 2011

Happy New Year!

Resolve to Control Energy Use and Costs

This winter season and throughout 2011, get a handle on your energy use and costs by resolving to:

Get Help with High Winter Bills

Find yourself overwhelmed by high heating bills this winter? Don't wait to seek assistance. Help is available!

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 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.

Conserve More Energy

Looking for ways to save money on those heating bills? Check out these low-cost energy saving tips:

- During the winter months, set your thermostat at 68 degrees during the day and 60 degrees at night. You can save 3 percent on your heating costs for every degree you reduce the temperature below 70 degrees.
- Change filters once a month. A well-maintained heating system can save money and increase the comfort level in your home.
- 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 your heating costs by eliminating those leaks.
- Find more low-cost ways to save energy and money at delmarva.com.

Sign Up for Budget Billing

Need a little flexibility in paying your bill? Visit delmarva.com to learn more about Budget Billing.

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*

Get the Cold Facts about Winter Safety

Follow these easy tips for safely heating your home this winter:

- Keep heating equipment well tuned with a periodic maintenance check by a qualified technician.
- Maintain smoke and carbon monoxide detectors in proper working order; have fresh batteries on hand.
- Make sure fireplaces and wood stoves are well vented; never leave home until the fire is totally extinguished.
- Never use a barbecue grill or other outdoor cooking device to heat your home.

Use Space Heaters with Caution

- Select a space heater with a guard around the heating element flame.
- Never go to sleep with the space heater operating.
- Keep heater at least 4 feet away from curtains or other flammables.
- Keep children and pets away from space heaters.

February

THINGS TO DO IN THE REGION

Delaware (Area code 302)

Feb 2: Speaker Series for Parents: Just Let Me Lie Down — Necessary Terms for the Half-Insane Working Mom; Delaware Children's Museum, 550 Justison St., Wilmington; 302-442-6862, www.delawarechildrensmuseum.org/speaker-series.

Feb 5: Lighthouse Lecture Series; Zwaanendael Museum, 102 Kings Highway, Lewes; 2 p.m. Free admission but seating is limited due to space restrictions. 302-645-1148.

Feb 5: A Musical Storybook; The Music School of Delaware, 4101 Washington St., Wilmington; 302-762-1132, www.musicschoolofdelaware.org.

Feb 11: Tarantulas: Alive and Up-Close; Delaware Museum of Natural History, 4840 Kennett Pike, Wilmington; 302-658-9111, www.delmnh.org.

Feb 16: A Tribute to the Piano; The Music School of Delaware, 4101 Washington St., Wilmington; 302-762-1132, www.musicschoolofdelaware.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: 283-6095, or e-mail: lines@delmarva.com.



Sign Up for My Account & Green Bill

Want to do your part for the environment?

Eliminate your paper bill by signing up for *My Account* at delmarva.com and then selecting the Green Bill (paperless) billing option.

With Green Bill, you'll automatically receive a monthly e-mail stating that your bill is ready to view online. In addition, you have the option to sign up for AutoPay, our recurring payment program.

So save paper, save stamps and save a trip to the mail box.

Sign up for Green Bill at delmarva.com.