

LINES

DELMARVA.COM

SEPTEMBER 2009

Need Relief from High Summer Energy Bills?

If the summer heat has you grappling with high energy bills, Delmarva Power offers several ways to help you alleviate some of the strain on your pocket book.

Budget Billing

Many customers find it convenient to budget their monthly energy costs. Delmarva Power's Budget Billing program allows you to make a fixed payment each month and avoid seasonal spikes in your bill.

Time Payment Arrangements

For customers who may be experiencing temporary financial stress, we may be able to offer payment arrangements. This service aims to bring the account up-to-date over a mutually agreeable period of time.

Extended Payment Plan

If your main source of income is from government or other low-income entitlement programs, you may qualify to have the due date of your bill extended.

Delmarva Power is sensitive to the hardships our customers face during these tough economic times. For more information and to sign up for our payment options, call 1-800-375-7117.

Customers interested in Budget Billing also can fill out an e-mail application form on our Web site at delmarva.com, click on "Billing and Payments."



Save A Tree
Go Paperless

visit delmarva.com

Delmarva Power customers can now sign up for Green Bill, our new online billing and payment system and stop receiving a paper bill.

With Green Bill, customers voluntarily register through the "My Account" portal at delmarva.com and check the box indicating you no longer want to receive a paper bill in the mail.

Green Bill customers automatically receive a monthly e-mail stating their bill is ready to view and pay, along with the amount due and the due date. Those paying their bill through this new tool will have the option of signing up for a reoccurring payment.

You can make a payment right after you sign up and if you select the reoccurring payment option, your future bill payments will be automatically processed on the due date. As a protection to you, any past due or disconnection notices or services still will be sent by mail.

So partner with us to help save trees and protect the planet. Green Bill is a faster, more environmentally-friendly payment experience.

**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*

Calculate Your Carbon Footprint with My Account

Delmarva Power values environmental stewardship. That's why we want to help you decrease your carbon footprint.

We have placed a carbon calculator on our Web site under the "My Account" application to help you calculate your carbon footprint.

A carbon footprint measures the impact human activities have on the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide.

With this feature, you can develop a profile and chart your progress toward decreasing your carbon emissions. Another feature of the carbon calculator is that it allows you to compare your stats to that of the national average.

To learn more about the carbon calculator, go to delmarva.com.



The Cold Facts about Vacation Home Freeze-Ups

If you own property such as a vacation home that is vacant or seldom occupied during the colder months of the year, make sure you winterize it properly to prevent water pipes from freezing.

Damages may occur when power outages cause the temperature inside the home to drop. While Delmarva Power works hard to prevent outages, winter storms and severe cold weather can interrupt service.

That's why we suggest purchasing an inexpensive device that automatically dials a phone number to alert you when the temperature in the home falls to a designated degree level.

These devices work around the clock, and some models feature remote dial access, battery backup, humidity sensors and flashing lights to alert neighbors of an unfavorable condition.

While Delmarva Power does not sell or recommend a specific device, stop by your local home improvement store or search the Internet for more information on "freeze alarms and temperature alert."

Delmarva Power cannot be responsible for unattended properties. So take cost effective steps now to prevent property loss or damage.



Oct 3: Biggs Kids: Maracas; Biggs Museum of American Art, 406 Federal St., Dover; 674-2111 x105, www.biggsmuseum.org.

Oct 4: AIDS Walk DE; Grove Park, Rehoboth Beach; 652-6776, www.aidswalkdelaware.org.

Oct 17: Guided Milton Walking Tour; Milton Historical Society, 210 Union St., Milton; 684-1010, www.historicmilton.org.

Oct 25: Wine & Dinosaurs Festival; DE Museum of Natural History, 4840 Kennett Pike, Wilm.; 658-9111, www.delmnh.org.

Oct 25: Scott Mackler 5k Walk/Run; 301 Possum Park Rd., Temple Beth El, Newark; 633-1208, www.alsphiladelphia.org.

Oct 27: Written on the Winds; Grand Opera House, Wilm.; 800-37-GRAND, www.delawaresymphony.org.

Oct 31: Bats and Other Creatures of the Night; DE Museum of Natural History, 4840 Kennett Pk., 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.



**Know what's below.
Call before you dig.**

Autumn is the perfect time to dig into some yard work or even tackle a planting project. But before you reach for the shovel, be aware that underground utility equipment such as cables or pipes could be below the earth's surface.

Stay safe. Call Miss Utility at 811. Locators will promptly visit your home to mark the planned digging area for underground utility equipment at no charge.

Planting bulbs, bushes and trees in the fall can reward you with beautiful blooms next spring. But remember to call Miss Utility first at 811 to keep you, your family and neighbors safe.