

LINES

DELMARVA.COM

JANUARY 2010

Be Prepared for Winter Storms

Safe, reliable service has always been a top priority for Delmarva Power. However, winter storms occasionally damage our electrical system and cause power outages.

Heavy, wet snow and ice can knock down power lines so follow these three critical steps to stay safe:

1. Never touch a downed power line or any object that is in contact with one.
2. Always assume that fallen wires are live and keep clear of them.
3. Call us immediately if you see a pole accident, down wires, tree limb on a wire or other electrical emergency.

In New Castle County (DE) and Cecil and Harford Counties (MD): 800-898-8042

In Kent and Sussex Counties (DE) and the Eastern Shore of Maryland: 800-898-8045

Customers can prepare for winter storms by assembling a storm emergency kit and pre-arranging secondary shelter if necessary.

A typical storm emergency kit should include:

- flashlights and/or lanterns,
- a battery-powered radio,
- extra batteries,
- water for drinking and cooking, and
- a supply of non-perishable foods—such as energy bars. (cont. on back)



Where to Find Help When You Need It



Delmarva Power understands that tough economic times are making it difficult for some, especially those on a low or fixed income. If you need help paying energy bills, you may be able to take advantage of the following programs:

LIHEAP The federal Low Income Home Energy Assistance Program (LIHEAP) is available to those struggling to pay energy bills. LIHEAP is a block grant program that assists low-income households – both homeowners and renters.

Catholic Charities operates this program on behalf of the Delaware Division of State Service Centers. Contact Catholic Charities in the following counties:

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

Good Neighbor Energy Fund In addition to state programs, the Salvation Army offers energy assistance to low-income residents through the Good Neighbor Energy Fund. For more information, call the Salvation Army in Wilmington at 302-472-0750.

Budget Billing In addition to government assistance, Delmarva Power's Budget Billing program helps customers budget energy costs over time. With Budget Billing, you make a fixed monthly payment to avoid spikes in energy bills. So before your bill gets unmanageable, call us at 1-800-375-7117. We can also offer other payment arrangements, if you qualify.

This is the second in a series of articles on managing winter energy costs. Next month, low-cost, no-cost tips for conserving energy.

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

THINGS TO DO IN THE REGION

February 2010

Delaware (Area code 302)

Feb 5: In Harmony Series: David Pasbrig; DE Public Archives, 121 Duke of York St., Dover; www.archives.delaware.gov.

Feb 6: Ellen Rendle: The Life and Times of William Julius "Judy" Johnson; DE Public Archives, 121 Duke of York St., Dover; www.archives.delaware.gov.

Feb. 21: Green Fair, Epworth United Methodist Church, 19285 Holland Glade Rd, Rehoboth Beach; www.epworth-rehoboth.org or 227-7743.

Feb 27: AIDS Benefit: Red Ribbon Runway; Barclays Bank, 125 South West St., Wilm. Riverfront, www.aidsdelaware.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.

Winter Storms (cont. from front)

Customers with health problems or who depend on home medical equipment should prearrange for alternate shelter in case of a prolonged outage. It may be helpful to fill prescription medications prior to the arrival of an expected winter storm.

To keep warm during a winter power outage:

- wear layers of warm clothes and use blankets.
- stay in the warmer parts of your home – away from windows and doors, and
- never use a stove to heat your home.

We have more emergency preparation tips at delmarva.com.

"Smart Meter" Installation Under Way

Delmarva Power began full deployment of advanced digital electric meters and gas modules, upgrading them to "smart" meters, throughout its Delaware service territory, November 23.

The yearlong effort is part of the utility's long-term investment to build a smart power grid. The new technology will improve communications between the meter, the customer and the power company.

The company is replacing electric meters and retrofitting gas meters with a special gas module. The installations of the advanced digital electric meters began in the Millsboro and Lewes areas. From there, the installations will move northward, covering the 300,000 electric customers and 122,000 natural gas customers in the state.

"The smart meter is only the beginning, yet it is critical to the end goal, which is to transform today's aging power grid to one that is more flexible, efficient and reliable," said Gary Stockbridge, President, Delmarva Power Region. "Ultimately, customers will see benefits, such as quicker service restoration, fewer estimated bills and more options for reducing their energy use to save money and help the environment."

Although the meter installations will continue through December 2010, Stockbridge said it would take some time to integrate them to a point where customers realize all the benefits.

Customers will receive a letter and fact sheet from the company that, among other things, introduces them to the contractor, Scope Services Inc., who will perform the electric and gas meter equipment upgrades.



Help Us Protect the Environment with Green Bill

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

With Green Bill, customers voluntarily register through "My Account" at

delmarva.com. Select the 'Go Green' option and then check the box to go paperless.

Green Bill customers automatically receive a monthly e-mail stating their bill is ready to view and pay. You can make a payment right after you sign up.

If you also select the recurring payment option, your future bill payments will be automatically processed on the due date.

Partner with us to help protect the environment. Green Bill is a faster, more environmentally-friendly payment experience.

Save a tree ... go paperless ... with Green Bill.



Your life. Plugged in.™

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: (800) 375-7117
TTY Telephone Number for Hearing Impaired: (800) 822-1200