

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS

DELMARVA.COM



A PHI Company

JUNE 2008

IMPORTANT Information for Life-Support Customers

Delmarva Power provides safe and reliable electricity. But despite our best efforts, customers sometimes experience power outages during severe storms.

If you are on life-support equipment, we recommend taking the following steps:

- identify a location with emergency power capability,
- ask to stay with a relative or friend who has power, or
- consider purchasing a generator for backup power and follow all installation and operating instructions.

Also, sign up for our Emergency Medical Equipment Notification Program. We will provide advance notice of scheduled outages for maintenance and severe weather alerts.

Important note: due to the large number of customers on life-support equipment, this program does not include priority restoration service.

You must have a physician certify that a medical need exists. Visit our Web site at delmarva.com to sign up.

We're connected to you by more than power lines.®



IT'S STORM SEASON – *Are You Prepared?*

Summer is the heart of storm season and high winds and heavy rain can cause outages. Delmarva Power wants to help customers be prepared.

- Assemble a storm emergency kit that contains a first aid kit, flashlights, fresh batteries, a battery-operated radio or television, emergency telephone numbers and other personal necessities.
- Have a corded landline telephone and/or a fully charged cell phone available.
- Keep a three-day supply of bottled water and nonperishable food items on hand.
- Prepare a family emergency plan and review it periodically.
- Keep Delmarva Power's outage number handy (see Power Out numbers at bottom of this page). If your phone number has changed recently, call Customer Care at 1-800-375-7117 so we can update our outage tracking system.

Visit delmarva.com for more tips on weathering the storm.

Beware of Lightning's Dangers

Although loud thunderclaps sound ominous, lightning poses real danger. It contains more than 100-million volts of electricity, is six times hotter than the sun and can strike up to 10 miles away from an area experiencing rain.

While you enjoy boating, swimming, grilling and other outdoor activities this summer, know that hot and humid conditions – especially in the late afternoon and early evening – increase the likelihood of thunderstorms. (cont. on reverse)

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*

193-05-08



Keep Cool and Control Summer Energy Costs

As summer heats up, many people will use more air conditioning. Here are some great tips for controlling energy costs while keeping cool this summer:

- During the day, keep shades and blinds closed to deflect sunlight and heat.
- Keep your air conditioner's thermostat set between 75 and 78 degrees Fahrenheit. Each degree you raise it can lower your monthly electric bill by five percent.
- Have an HVAC professional check your air conditioner (AC) for coolant leaks and ensure proper functioning. Clean or replace air filters monthly.
- Make certain all windows and outside doors are closed while your AC is running.
- Be sure heat-producing appliances are away from your thermostat. These items can cause your AC unit to run longer than necessary.
- On excessively hot days, raise your thermostat setting and then spend time in a mall, recreation center or other public indoor area.
- Keep furniture and objects from blocking vents, fans and ducts.

Visit delmarva.com and click "My Account" for a free online home energy audit, ways to lower your bill, energy conservation tips and more.

Learn How to Control Your Energy Bill: Visit "My Account"



Delmarva Power wants you to be smart about saving energy and money so that's why we offer "My Account." It's our interactive Web tool to help customers conduct a free online home energy audit, set up automatic payment options and more.

Go to delmarva.com and click "My Account" to find more ways to control your home's energy and manage your monthly bill.

Beware of Lightning's Dangers (cont. from front)

The National Weather Service reports lightning as the third leading cause of weather-related deaths and hundreds of documented injuries. So follow these simple rules during a thunderstorm.

1. Stay aware of current and predicted weather, and schedule outdoor activities accordingly.
2. Go indoors at the first sound of thunder, and stay there for 30 minutes after the last clap of thunder.
3. Avoid bodies of water, metal

objects, open areas, electronics and tall, isolated structures (such as trees and utility poles).

4. Once indoors, stay clear of windows, doors, electric appliances and piping (such as sinks and tubs) and don't use the phone (landline or cellular) unless it is an emergency.

National Lightning Safety Awareness Week is from June 22 through June 28. To learn more, visit lightningsafety.noaa.gov. For more safety tips, visit delmarva.com.



In Your Community...

Paul Keffer, a Delmarva Power contract employee, helps Habitat for Humanity build a home. Delmarva Power recently received the 2007 Community Builder Award from Habitat for Humanity of New Castle for its work with the Hope Landing revitalization project in Wilmington.



Delaware (Area code 302)

Jul 1-31: *Coastal Camera Club Photography Exhibit*; Nassau Valley Vineyards, Lewes; 302-227-1217, www.coastalcameraclub.com

Jul 12: *St. Martin's-in-the-Field Episcopal Church Craft Show/Flea Market*; Treasure Beach RV Park/Campground, Fenwick Island; 302-537-5987, imaterp@verizon.net.

Jul 23,24: *Beach & Bay Cottage Tour*; Bethany Beach /Fenwick Island area; 302-537-5828, www.foscl.com

Maryland (Area code 410)

Jul 5: *Guided Canoe Trip on the Tuckahoe Creek*; Tuckahoe State Park, 13070 Crouse Mill Road, Queen Anne; 410-820-1688

Jul 3,10,24,31: *Music on Main*; North and Main Sts., Downtown Elkton; 410-398-5076

FOR MORE THINGS TO DO IN THE REGION, click on "Community & Environment" on our Web site 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.