



Social Media Representative
Kenya Seeney

Connect with Us on Twitter

Delmarva Power customers now have a new way to connect with us using "Twitter."

Twitter is a popular social networking and micro-blogging service available via the Internet. It provides users an opportunity to send and receive short messages known as "tweets."

Kenya Seeney tweets about electrical safety, conservation, energy efficiency and other topics. In turn, followers can tweet back to Kenya with questions and comments.

So join the conversation.

Connect with us at
twitter.com/DelmarvaConnect
today.

Coping with Winter Bills

Many Delmarva Power customers are experiencing higher bills this winter. Here's why.

Colder than average winter temperatures caused heating systems to work overtime. Some bills included more days in the billing cycle because of the holiday schedule.

Also, certain customers may see an estimated bill due to the December snow storm which made it difficult to access meters.

Delmarva Power understands that high winter bills are a major concern, especially during the cold weather season and coupled with the current economy.

If you're having difficulty making a payment, give us a call at 1-800-375-7117 before your bill gets unmanageable. We can recommend payment arrangements where appropriate and can discuss alternative payment plans such as our Budget Billing program. Budget Billing allows you to make a fixed monthly payment and avoid cost spikes.

We also can direct you to government assistance programs that offer help to customers based on income guidelines.

And don't forget to visit delmarva.com and sign up for My Account. With this online energy tool, you can analyze your bill and find ways to better manage energy use.

In the meantime, the following conservation tips will help lower energy use and keep your bill from going even higher:

- During winter, turn down your thermostat from 72 F to 68 F and you'll save as much as 10 percent on energy costs.
- Winterize windows with weather stripping (for all moveable joints) and caulk (for non-moving parts). Install window kits to the inside of your windows to help keep cold air out and warm air in.
- Change heating system filter once a month for efficient operation and better comfort.

For more information on high winter bills and tips for reducing energy use, visit delmarva.com. Also, view our videos featuring conservation tips on YouTube.com/delmarvapowervt.

March 2010

Mar 5: In Harmony Series: Crosswinds Trio; DE Public Archives, 121 Duke of York St., Dover; www.archives.delaware.gov.

March 13: 15th Annual Soroptimist International of Kent Co., MD, Auction, Chestertown Fire House, Chestertown, MD, www.kentcounty.com.

Mar 24: Downstate DE Genealogical Society Washington, DC, Bus Trip; Dover; 302-697-8930.

Mar 20: Kent County Friends of Chamber Music: Eclatante; St. Paul's Episcopal Church in Chestertown; 410-369-7810.

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 e-mail: lines@delmarva.com.

Less-Fortunate Sussex County Families Receive Help

Employees Donate Food, Coats

Families who receive services from the Retemp Development Center (RTDC), Laurel, Del., got some help thanks to a committed group of Delmarva Power volunteers.

Employees from the utility's Customer Outreach facility in Salisbury collected food and clothing for donation in December and January.

Retemp is a 501 (c)(3) nonprofit, community outreach center that helps families by supplying support services and educational training not provided by local and state service centers.

Utility Safety for Snowy Weather

Snowstorms are great for those who enjoy sledding and other winter activities. But heavy accumulation could prevent home appliances from safe and proper operation.

Use the tips below to clear blocked vents, snow-covered utility equipment and provide access to emergency personnel.

1. Identify electric and gas facilities such as meters, valves and piping.
2. Carefully clear away snow and ice from all utility equipment. Damage from accidentally striking utility devices could cause service interruptions.
3. If you have a heat pump, remove snow from the outdoor unit with a broom to keep air circulating and the unit operating efficiently.
4. Remove snow away from outdoor vents to ensure water heaters, gas fireplaces and clothes dryers have an uninterrupted fresh air supply and a clear exhaust path.

Also, if you see a downed power line, keep yourself and others away. Call Delmarva Power immediately at 1-800-898-8042 in New Castle County, Del., and Cecil County, Md., or 1-800-898-8045 in Kent and Sussex counties, Del., and Maryland's Eastern Shore.

Smart Space Heater Use

Portable space heaters are a good source of temporary heat. However, it is important to use extreme caution when operating a space heater – they can be dangerous.

The National Fire Prevention Association (NFPA) cites space heaters as the leading cause of home fires during winter months. Here's how to stay safe.

- Use only space heaters certified by a national testing laboratory such as Underwriters Laboratory®.
- Select a space heater with a guard around the heating element or flame.
- Plug electric heaters directly into wall outlets. Never use extension cords.
- Maintain a minimum three-foot distance between the space heater and all combustible materials such as furniture, drapes and walls.
- Always turn off and unplug space heaters when leaving the room or going to sleep.
- Keep smoke and carbon monoxide detectors in working order and review your home fire safety plan with your family and guests.

For more safety tips, visit delmarva.com.

Go Paperless, Read LINES Online

In keeping with our environmental commitment, LINES, our monthly customer newsletter, will only be available online during March.

To read LINES, log on to delmarva.com and click "View all news and information," on the lower left side of the home page. Then, on the left hand navigation, click "Customer Newsletters."

Help us save a tree and reduce paper, read LINES online in March.