

# 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



If you need help paying energy bills, you may be able to take advantage of the following programs:

**Maryland Energy Assistance Program (MEAP)** MEAP offers help with home heating bills. Assistance also is available to help replace broken or inefficient furnaces on a limited basis.

**Electric Universal Service Program (EUSP)** Eligible residents can get help paying electric bills.

**Weatherization Assistance Program (WAP)** To help control energy costs, WAP offers eligible residents assistance with weatherization services.

**Universal Service Protection Program (USPP)** This program protects low-income customers from service disconnections by setting up an equal monthly payment with their utility.

For more information about the above mentioned programs, visit [www.dhr.state.md.us/meap](http://www.dhr.state.md.us/meap). Or contact the following offices:

Caroline County DSS (410) 819-4500	Kent County DSS (410) 810-7600
Cecil County DSS (410) 996-0270	Queen Anne's County DSS (410) 758-8000
Dorchester County DSS (410) 901-4100	Harford County CAA (410) 612-9909
Shore Up! (410) 341-9634	Talbot County NSC (410) 763-6745
(Somerset, Wicomico, Worcester Counties)	

**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.

*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



### Maryland (Area code 410)

**Feb 1: AARP Tax-Aide sites open** for free preparation of 2009 tax returns. To find a site near you, call 1-888-227-7669 or visit our Web site at [www.aarp.org/taxaide](http://www.aarp.org/taxaide).

**Feb 20:** Kent County Friends of Chamber Music: *Philadelphia Camerata*; St. Paul's Episcopal Church, Chestertown; 410-369-7810.

**Feb 26-27: Reach the Beach Recreational & School Cheer Nationals and**

**Feb 28: Reach the Beach Dance Nationals;** Convention Center, 40th St. & Bay; 877-322-2310, [info@acdspirit.com](mailto:info@acdspirit.com), [www.acdspirit.com](http://www.acdspirit.com).

**FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at [delmarva.com](http://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](mailto:lines@delmarva.com).

## Winter Storms

(continued 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](http://delmarva.com).



Your life. Plugged in.™

## We Make It Easy to Save Energy and Money

Delmarva Power offers several energy efficiency programs to help you save energy, save money and protect the environment.

### Energy Wise Rewards™

Energy Wise Rewards is a new way to take control over your energy usage.

The program works by cycling the compressor on your air conditioner or heat pump on selected summer days, June through October. You'll receive a cash bonus for signing up and a credit on your bill.

For more details, visit [delmarva.com](http://delmarva.com) or call 866-353-5799 and speak with an Energy Wise Rewards representative.

### CFL Discounts

We're discounting the price of select ENERGY STAR® qualified compact fluorescent light bulbs (CFLs).

You'll save \$1.50 on each single bulb and \$3 on multipacks when you shop at participating stores in Maryland including Walmart, ACE, True Value, Rite Aid, Safeway and The Home Depot. There is a 25 bulb limit per customer.

### Appliance Rebate Program

Get great rebates on select ENERGY STAR qualified appliances. You'll save money up front and enjoy lower energy bills for years to come.

- Receive a \$50 rebate when you purchase an ENERGY STAR qualified refrigerator.
- Get a \$25 rebate when buying an ENERGY STAR room air conditioner.
- Purchase an electric water heater with an energy factor (EF) of 0.93 or greater and get a \$20 rebate.

For a rebate application and more information about our energy efficiency programs, call 866-353-5799, or visit [delmarva.com](http://delmarva.com) and click on "Our Energy Future."

## 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](http://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.



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