

# Lines

**delmarva  
power**

A PHI Company

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS

WWW.DELMARVA.COM

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## DID YOU KNOW?

*Q: Is help available to pay heating bills this winter?*

A: During the winter heating season, many families need a helping hand paying utility bills. The federally funded Low-Income Home Energy Assistance Program (LIHEAP) helps many disadvantaged households each year.

Delaware customers may call LIHEAP at 1-800-464-4357, or the office in their county.

New Castle: 302-654-9295

Kent: 302-674-1782

Sussex: 302-856-6310

Virginia customers should call 1-800-230-6977.

### Other Help Is Available

Customers may join us in helping our low-income neighbors through the Salvation Army's Good Neighbor Energy Fund (GNEF). Each time a customer donates \$3 to the fund, Delmarva Power donates \$1. This money goes directly to help families in need. Call 302-472-0750 for GNEF details.

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



## Saving Money, Saving Energy

### *Is Easy with CFLs*

*Saving energy, saving money – and saving the environment – is as easy as changing a light bulb.*

Next time you shop for bulbs, consider purchasing compact fluorescent lights – or CFLs. When compared to a standard incandescent, a CFL saves about \$42 over the life of the bulb.\*

That's because CFLs use about 75 percent less energy and can last up to 10 times longer than standard bulbs.

And since CFLs use less energy, they're also good for the environment. That means lower fossil fuel emissions from power plants.

Lighting accounts for up to 20 percent of your home's energy bill. So start saving energy and money now with compact fluorescent light bulbs.

Delmarva Power supports the ENERGY STAR® "Change a Light" campaign, the national challenge to encourage every American to help change the world, one light — one energy-saving step — at a time.

You can show your commitment by pledging to replace at least one light in your home with at least one CFL with the ENERGY STAR label. Go to [www.delmarva.com](http://www.delmarva.com) for more information.

\* A 15-watt CFL used in place of a standard 60-watt incandescent for Delmarva Power customers.

### 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 & VA: 1-800-898-8045  
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317**

## Seven Ways to Manage Energy Bills

*You can control the costs of staying warm this winter.*

Here are seven simple ways to conserve energy and save money heating your home .

1. Dress warmly. This helps retain natural heat. One lightweight long-sleeved sweater equals almost two degrees in added warmth. Two lightweight long-sleeved sweaters add about five degrees in warmth. The air between two sweaters serves as insulation.
  2. Weather-strip and caulk windows.
  3. Use kitchen, bath and other ventilating fans sparingly.
  4. Set your thermostat between 60 and 68 degrees Fahrenheit.
- Special Advice to Heat Pump Owners:* Keep your heat pumps on a constant setting, unless it has a programmable thermostat with adaptive recovery. Check with your HVAC professional to determine your thermostat type.
5. Clean or change the filter in your forced-air heating system each month.
  6. Seal leaks in heating and cooling ducts in unheated and uncooled areas using silver metal duct tape.
  7. Keep your heating equipment well tuned with periodic maintenance by a certified, licensed HVAC professional.

## Did You Know

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For more information on billing and payment options, and energy assistance, visit [www.delmarva.com](http://www.delmarva.com) and click on "Billing & Payments."

## Take the Shock Out of Holiday Lighting Costs

Many people enjoy holiday lighting, but don't enjoy paying the utility bill they receive when the season ends.



Light-emitting diodes, commonly known as LEDs, use 90 percent less energy than conventional holiday bulbs. And, since home lighting accounts for up to 20 percent of your total electricity costs, using high efficiency lighting can be a key to lowering your energy bills.

Here are six good reasons to use LED lights for holiday decorating.

- LEDs have an incredibly long life span - 100,000 hours vs. 1,500 hours for typical holiday lights.
- LEDs produce almost no heat, eliminating fire hazards.
- LEDs produce more light per watt than traditional bulbs.
- LEDs are useful for both indoor and outdoor lighting.
- LEDs are shock-resistant and shatter proof.
- LEDs contain no mercury.

While LEDs do cost more than standard holiday lighting, their cost is generally absorbed after an average of one or two years of use. You can find LEDs at home improvement, hardware and other retailers.

For more information, visit [www.energystar.gov](http://www.energystar.gov), or [www.ase.org](http://www.ase.org).

*Have a question? Please send it to the attention of the Did You Know? column, to one of the following:*

*Postal Address:*  
Mail Stop 79NC62,  
P.O. Box 9239,  
Newark, De 19714.

*Fax:* 302-283-6095

*E-mail:* [Lines@delmarva.com](mailto:Lines@delmarva.com)



### Delaware (Area code 302)

**Dec 1: Middletown Area Chamber of Commerce Annual Christmas Parade;** Middletown; 302-378-7545

**Dec 1: 11th Annual Claymont Christmas Parade;** Starting at Maple Lane, Claymont; 302-798-0487, 302-792-2071

**Dec 5, 6: Hercules Women's Club 17th Annual Holiday Craft Show & Bake Sale;** Hercules Plaza; Wilmington; 302-594-7585

**Dec 6-8: Concord Players: RUMORS** by Neil Simon; Wilmington; 302-475-3951; [tmmata2@comcast.net](mailto:tmmata2@comcast.net)

**Dec 7,14,21: Holiday Brown Bag Concert Series;** Grace Episcopal Church, Wilmington; 302-478-9533; [tmmata2@comcast.net](mailto:tmmata2@comcast.net)

**Dec 14-17; Reedy Point Players "It's a Wonderful Life,"** 250 Fifth St, Delaware City; 302-354-0564

### Virginia (Area code 757)

**Dec 1: Chincoteague Old-fashioned Christmas Parade;** Chincoteague; 757-336-6161

**Dec 8: Rebecca's Grotto: A Christmas Play;** Historic Palace Theatre, Cape Charles; 757-331-2787

**Dec 9: Chincoteague Cultural Alliance 2007 Fall Concert Series: Walt Michael & Company;** Senior Center, Church St., Chincoteague Island; [www.chincoteagueculturalalliance.org](http://www.chincoteagueculturalalliance.org)

**Dec 9: David Leonhardt & the Shelley Oliver Tap Dancers Holiday Show;** Historic Palace Theatre, Cape Charles; 757-331-2787

**FOR MORE THINGS TO DO IN THE REGION, Visit: [www.delmarva.com](http://www.delmarva.com)**

Click on "Community & Environment" on our Web site: [www.delmarva.com](http://www.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).