

# Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN MARYLAND

DELMARVA.COM



A PHL Company

OCT 2008

## DID YOU KNOW?

*Q: I'm curious – what are the most likely causes of electrical fires in the home?*

A. The National Fire Protection Association (NFPA) cites the top three causes of electric fires in the home as outdated wiring and faulty circuit breakers; improper use of lamps, lighting fixtures and light bulbs; and use of extension cords.


Nationally in 2005 there were nearly 21,000 home fires involving electrical and lighting equipment. This caused 500 deaths, 1,100 injuries and \$862 million in property damage.

Signs of electrical problems may include –

- recurring blown fuses and tripping circuit breakers,
- discolored or warm wall outlets,
- a burning smell coming from an appliance,
- tingling feeling when you touch an appliance,
- sparks from an outlet, and
- flashing lights.

Be aware of electrical fire dangers. Consult a qualified electrician, keep smoke detectors in good working order, and learn about fire safety at [nfpa.org](http://nfpa.org).

Also, see related story on the back page.



## Maryland Customers Purchase 100,000 Discounted CFLs

### *Congratulations Maryland Customers!*

We are excited to report that you have purchased more than 100,000 compact fluorescent light bulbs (CFLs) since our discount program began last November.

If you haven't bought a CFL, you, too, can take advantage of a \$1.50 discount on the purchase price of single bulbs and \$3 off multipacks. A complete list of participating retailers is available at [delmarva.com](http://delmarva.com).

With energy prices climbing, CFLs are a great way to save energy and keep utility bills stable. Over the life of one CFL bulb (about 8 years) you can save an estimated \$42 on your energy bill. CFLs also last almost 10 times longer than an incandescent bulb, which means you'll also save on bulb costs.

And saving energy means you're helping reduce environmental pollution that contributes to global warming.

Your Life.  
Plugged In.™

### 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

## Home Safety: Preventing Electrical Fires

In October we traditionally turn our attention toward fire prevention. Delmarva Power cares about your safety and urges you to lower the risks of electrical fires by taking the following steps in your home.

- Cover all unused wall sockets with plastic safety covers if there are small children in your home.
- Replace or repair loose or frayed cords on all electrical devices.
- Avoid running extension cords across walkways, doorways and under carpets.
- Consider having a qualified electrician install additional circuits or outlets to prevent the use of extension cords.
- Follow the manufacturer's instructions for plugging appliances into electrical outlets.
- Avoid overloading outlets. Plug only one high-wattage appliance into each receptacle at one time.
- Place lamps on level surfaces away from things that can burn, and use bulbs that match the recommended wattage of the lamp.



Electrical safety information is available at [delmarva.com](http://delmarva.com), click "Safety."

## Help Paying Winter Energy Bills Is Available

As the heating season approaches, some families may need a little help paying their utility bills. Qualified Maryland residents may apply for assistance through the Maryland Energy Assistance Program (MEAP).

The state will assist participants by paying their utility bill directly to their utility or fuel supplier. The Maryland Office of Home Energy Programs administers this program. Visit [www.hr.state.md.us/meap](http://www.hr.state.md.us/meap) or call 1-800-352-1446 for details.

Delmarva Power understands the challenges of low-income families, those on fixed incomes and customers who may need a little flexibility in paying utility bills. That's why we offer a variety of billing and payment options such as Budget Billing and Extended Date Payment Plans.

For more information, please call Customer Care at 800-375-7117, or visit [delmarva.com](http://delmarva.com) and click "Billing and Payments."

### Maryland (Area code 410)

**Nov 2: 36th Annual Antique Bottle & Collectibles Show and Sale;** Singlerly Fire Hall, Elkton; 302-738-9960

**Nov 15-16: 41st Annual Antique Show & Sale;** Oxford Firehouse, Oxford; [sandrahale1@msn.com](mailto:sandrahale1@msn.com)

**Nov 22: Chesapeake Chamber Music Interlude Concert and Champagne Reception;** Academy Art Museum; Easton; 410-819-0380, [www.chesapeakechambermusic.org](http://www.chesapeakechambermusic.org).

**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).

### Congrats to "My Account" Contest Winner

Delmarva Power customer Teresa Carey recently won a Baltimore Orioles Baseball Fun Night by registering as a new user of "My Account" during our summer contest.

"My Account" is our interactive Web tool that helps customers save energy in their home and money on their utility bill by providing tips and tools to decrease the amount of home energy use. Use "My Account" to compare and analyze your bills, understand why your bill changed and see where your energy dollars go.

Even though our contest is over, you can still score big. Go to [delmarva.com](http://delmarva.com) and click "My Account" to learn how to save energy and money on your bill. Afterwards, e-mail us at [lines@pepcoholdings.com](mailto:lines@pepcoholdings.com) to tell us what you think. We're eager to hear from you.