

Lines

delmarva
power

A PHI Company

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN MARYLAND

WWW.DELMARVA.COM

JAN 2008



DID YOU KNOW?

Q: I hear a lot about climate change these days, how can I get a handle on my environmental impact?

A: You can determine your "carbon footprint." A carbon footprint is a measure of the impact your everyday activities have on the environment in terms of greenhouse gas emissions.

By using a Web-based carbon calculator, you can learn ways to lessen your personal impact on global warming.

Visit www.epa.gov/climatechange/emissions/ind_calculator.html for more information.

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

Give Your Wallet and the Environment a Break

In November, Delmarva Power introduced a discount program for select ENERGY STAR® compact fluorescent light bulbs (CFLs) in Maryland to help our customers save money and make an immediate impact on global warming.

We've partnered with The Home Depot to offer price reductions on CFL multi-packs by \$3 and single bulbs by \$1.50.

CFLs are highly energy-efficient. They use about 75 percent less electricity, and last up to 10 times longer than traditional bulbs. Because CFLs use less electricity, power plants will generate fewer greenhouse gas emissions.

Replacing standard bulbs with CFLs can save about \$42 in total costs over each bulb's lifetime.*

Join the millions of Americans who've committed themselves to being part of the climate change solution by switching your home's most-used incandescent light bulbs with ENERGY STAR replacements.

Big change starts with small steps. So, we're urging you to take full advantage of our discount CFL program so you can help change the world - one light at a time.

Visit www.delmarva.com for the locations of participating retailers.

** A 15-watt CFL used in place of a standard 60-watt incandescent based on current Maryland customer rates.*

CFL Program Correction:

A surcharge will be added to the bill of Maryland residential customers sometime during the first quarter of 2008 to pay the cost of implementing the compact fluorescent light bulb (CFL) discount program.

Customers will see the surcharge entitled "Demand Side Management Surcharge" as a monthly line item on their bills.

The December 2007 issue of Lines incorrectly stated that a surcharge would be added to customer bills in January.

311-12-07/md

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



Warm Up to Indoor Safety

Now that the cold weather is here, we are spending more time indoors. The following electrical safety tips can help you enjoy your home even more.

- Do not overload outlets with too many lights, appliances or other home electrical equipment.



Feb.

Things to do in the region 02/08

Maryland (Area code 410)

Feb 1-24: Student Art Exhibit: "Natures Treasures"; Ward Museum, Welcome Gallery, Salisbury; 410-742-4988, www.wardmuseum.org

Feb 1-29: Herman Maril: Birds and Nature; Ward Museum, LaMay Gallery, Salisbury; 410-742-4988, www.wardmuseum.org

Feb 3: Superbowl Sunday Scramble; Eagle's Landing Golf Course, Ocean City; 410-213-7277, www.eagleslandinggolf.com

Feb 10: Mid-Atlantic Symphony Concert; Community Church at Ocean Pines; 888-846-8600, www.midatlanticsymphony.org

Feb 17: Elkton's Own Antique Road Show and Auction; 100 Railroad Ave, Elkton; <http://elktonalliance.org>

Feb 20: Mardi Gras Magnifique Historic Preservation Fundraiser; Tersiguel's French Country Restaurant, Ellicott City 410-247-9252

FOR MORE THINGS TO DO IN THE REGION, Visit: www.delmarva.com

Click on "Community & Environment" on our Web site: 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.

- Always unplug electric appliances before repairing or cleaning.
- Never stick objects other than an electrical plug into an outlet, and if you have small children in your home, be sure to cover outlets not in use with childproof plastic covers.
- Never use electrical appliances in, or while near water, including wet surfaces.
- Only use appliances with the Underwriters' Laboratories (UL) symbol.
- Replace frayed or cracked electrical cords.
- Keep electrical cords out from under rugs and heavy furniture.
- Use proper wattage bulbs for your light fixtures and lamps.
- Always use the correctly sized device when replacing circuit breakers and fuses.
- Call a qualified electrician to make sure electrical repairs are made safely.

Keep these tips in mind to avoid fire or personal injury. For more safety tips, visit www.delmarva.com, and click "Safety & Conservation."



Be Prepared for Winter Storms

Blustery winds, heavy snow and freezing rain are all part of the winter weather we've come to expect in our region. Unfortunately, these conditions can cause interruptions in electric service. This happens because tree branches and limbs fall onto power lines causing outages and equipment failures.

Fortunately, you can take steps to prepare.

- Assemble a "storm kit" with plenty of fresh batteries inside. Be sure to include a flashlight, battery-operated radio or television, first-aid kit, blankets, bottled water, prescription medications, emergency contact information and non-perishable food (such as energy bars or other shelf-stable products).
- Customers who have special needs or who require medical support equipment should have a plan for sustained outages – such as going to a family member's or friend's home.
- If you lose power, first check to see if your neighbors have power. Then call our customer care call center at 1-800-898-8045 to report the outage immediately.