

FOR CUSTOMERS IN MARYLAND



LINES

DELMARVA.COM

JANUARY 2011

Happy New Year!

Resolve to Control Energy Use and Costs

This winter season and throughout 2011, get a handle on your energy use and costs by resolving to:

Get Help with High Winter Bills

Find yourself overwhelmed by high heating bills this winter? Don't wait to seek assistance. Help is available!

Qualified Maryland residents may apply for help through the **Maryland Energy Assistance Program (MEAP)**. The Maryland Office of Home Energy Programs pays the utility bills of participants directly to the utility or fuel supplier.

Visit www.hr.state.md.us/meap or call 1-800-352-1446 for details.

Conserve More Energy

Looking for ways to save money on your heating bills? Check out these low-cost energy saving tips:

- During the winter months, set your thermostat at 68 degrees during the day and 60 degrees at night. You can save 3 percent on your heating costs for every degree you reduce the temperature below 70 degrees.
- Change filters once a month. A well-maintained heating system can save money and increase the comfort level in your home.
- Inspect ductwork for any air leakage. If you do feel air leaking at joints, use silver metal duct tape to seal them. You could save up to 10 percent on your heating costs by eliminating those leaks.
- Find more low-cost ways to save energy and money at delmarva.com.

Sign Up for Budget Billing

Need a little flexibility in paying your bill? Visit delmarva.com to learn more about Budget Billing.

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*

Get the Cold Facts about Winter Safety

Follow these easy tips for safely heating your home this winter:

- Keep heating equipment well tuned with a periodic maintenance check by a qualified technician.
- Maintain smoke and carbon monoxide detectors in proper working order; have fresh batteries on hand.
- Make sure fireplaces and wood stoves are well vented; never leave home until the fire is totally extinguished.
- Never use a barbecue grill or other outdoor cooking device to heat your home.

Use Space Heaters with Caution

- Select a space heater with a guard around the heating element flame.
- Never go to sleep with the space heater operating.
- Keep heater at least 4 feet away from curtains or other flammables.
- Keep children and pets away from space heaters.

Sign Up for My Account & Green Bill

Want to do your part for the environment?

Eliminate your paper bill by signing up for My Account at delmarva.com and then selecting the Green Bill (paperless) billing option.



With Green Bill, you'll automatically receive a monthly e-mail stating that your bill is ready to view online. In addition, you have the option to sign up for AutoPay, our recurring payment program.

February

THINGS TO DO IN THE REGION

Delaware (Area code 410)

Feb 1: *Adventures in Arts and Crafts*; Elkton Municipal Building, 100 Railroad Ave., Elkton; www.cecilcountyliving.com/play/calendar-of-events/day.listevents/2011/02/01.

Feb 3: *Paul R. Jones Collection Exhibit*; Milburn Stone Theatre Gallery, 1 Seahawk Dr., North East; 410-287-1037, www.milburnstone.org.

Feb 12: *Antique Show*; Singerly Fire Hall, 300 Newark Ave., Elkton; 410-398-1620.

Feb 19: *Kent Chamber Music: Fairfax Chamber Ensemble*; St. Paul's Parish Church, Fairlee; 410-810-2805, www.kentchambermusic.com.

Feb 27: *12th Annual Wine Expo*; 401 Thomas Run Rd., Bel Air; www.harford.edu/.

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: 283-6095, or e-mail: lines@delmarva.com.

New Year, New Bill Design

You spoke and we listened!

The result is a new bill design coming soon that will give you all the changes you asked for — a new, easy-to-read format and organization so you can quickly find what you're looking for, such as your account number, how to contact us and the amount due.

Section topics will be clearly defined and a new bar graph will be added to show you two years of usage data to allow you to quickly compare your energy use from last month to last year.

Stay tuned to LINES for more information as the date draws near.