

Lines



A PHL Company

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN MARYLAND

DELMARVA.COM

SEPT 2008

DID YOU KNOW?

Q: My power went out during a recent storm. When the lights came back on, the power went out again. Why did this happen?

A. There are several possible explanations. Sometimes after the first repair has been made, trees or branches may fall on different sections of the power line feeding your home, causing another outage.

Also, crews may make temporary repairs to restore power, with the intention of coming back later to make permanent repairs. We do this so crews can move quickly from problem to problem.

These temporary repairs are more susceptible to storm damage, and if we have recurring storms before permanent repairs can be made, some of the same customers may lose power again.

For more information on power outages and the steps Delmarva Power takes to restore service, visit delmarva.com.

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

Web Tool Helps Users Find Energy Savings

Delmarva Power understands that rising energy prices affect many people. That's why we are encouraging our customers to use "My Account" on delmarva.com. It's our free interactive Web tool designed to help you become smarter about your home's energy use.

We recently surveyed customers who told us what they like best about the "My Account" tool.

Customer Comments:

"I like seeing year to year comparisons and also how my home compares to other homes in my neighborhood."

"I don't have to wait to talk to a customer service rep. I can find the answers myself."

"I can look at my bill and how much I've used when I want to. I work shiftwork and go online later at night."

"I like the varieties and options of displaying comparative information."

Now it's your turn, we want to hear from you, too.

Go to delmarva.com, log on to "My Account," and see what energy savings you find. Then e-mail us at Lines@pepcoholdings.com.

Using "My Account" is the smart way to save energy and money – so give it a try today.



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

Three True Value Stores Offer CFL Discounts

Three True Value hardware stores have joined Delmarva Power's network of retailers offering great discounts on compact fluorescent light bulbs (CFLs).

JBK Hardware in Chestertown, Montego Bay TV in Ocean City and Price & Gannon TV in Centreville are taking \$1.50 off single bulbs and \$3 off multi-packs of ENERGY STAR® rated CFLs.

CFLs use 75 percent less energy than incandescent bulbs, but produce the same amount of light. That means you can save about \$42 in energy costs over the life of each bulb. What's more, CFLs last about 10 times longer than incandescents, saving you even more money.

Log on to delmarva.com for program information and a complete list of participating retailers.

Prepare Your Family for Emergencies

Delmarva Power cares about your safety. And since September is National Preparedness Month, it's a perfect time to create, update or practice your family's emergency plan.

The American Red Cross, who responds to about 70,000 disasters each year, urges you to Get a Kit, Make a Plan and Be Informed.

- Be sure to have an emergency disaster kit with a three-day supply of food and water, keep it accessible and check it every six months to replace outdated items.
- Plan two places to meet in an emergency – one right outside your home in case of a fire and a second place away from your neighborhood, community or town in case of a disaster.
- Have the information you need for an emergency so you can find out what's happening, understand what disasters could occur in your region and know action steps, like CPR, so you can respond.

We understand that emergencies can happen at any time so we encourage you to take steps to protect your family now. Visit redcross.org or call 1-800-REDCROSS (1-800-733-2767) or 1-800-257-7575 (Español) for more information.

To learn about our safety program, visit delmarva.com.

Direct Debit Makes Bill Paying Easy

Now there's a quick and convenient way to pay your energy bill. Sign up for Delmarva Power's Direct Debit program and your monthly energy bill will be paid automatically from your bank, savings and loan or credit union checking account.

Just think, no more writing checks or buying stamps. The amount due is deducted from your checking account 20 days after your bill is prepared each month.

And we make it easy for you to enroll. Simply check the box for Direct Debit on your energy bill coupon and fill out the reverse side. Your enrollment will be processed when payment is received.

We will notify you in advance of the amount and date of deduction.



Maryland (Area code 410)

Oct 3: Family Campfire on the Beach; 130th St. on beach, Ocean City; 250-0125.

Oct 4-5: Chesapeake Celtic Festival; Furnace Town Living Heritage Museum, Snow Hill; 632-2032.

Oct 10-11: Chesapeake Wildfowl Expo; Ward Museum of Wildfowl Art, Salisbury; 742-4988 x120.

Oct 11: Fiberfest; Julia A. Purnell Museum, Market St., Snow Hill; 632-0515.

Oct 18: Eastern Shore Asthma Walk, Salisbury City Park & Zoo, Salisbury; 458-1613, jphillips@marylandlung.org

Oct 25-26: Qouta Christmas Craft Fair; Wicomico Youth and Civic Center, Salisbury; 546-1046.

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: 302-283-6095, or send an e-mail to Lines@delmarva.com.

Web Site Gets Makeover

New Design Promotes Utility's Environmental Focus

Delmarva Power recently redesigned its Web site to make it easier for visitors to find information and to reflect our increased environmental focus.

The new eco-friendly look consists of a blue and green color palette, and a new "Our Energy Future" section that highlights what we're doing to support environmental protection and energy conservation.

The new section also features information on our plan to help meet the region's energy challenges through energy efficiency programs and advanced technology – we call it our "Blueprint for the Future."

Go to delmarva.com and check out our updated Web site today.