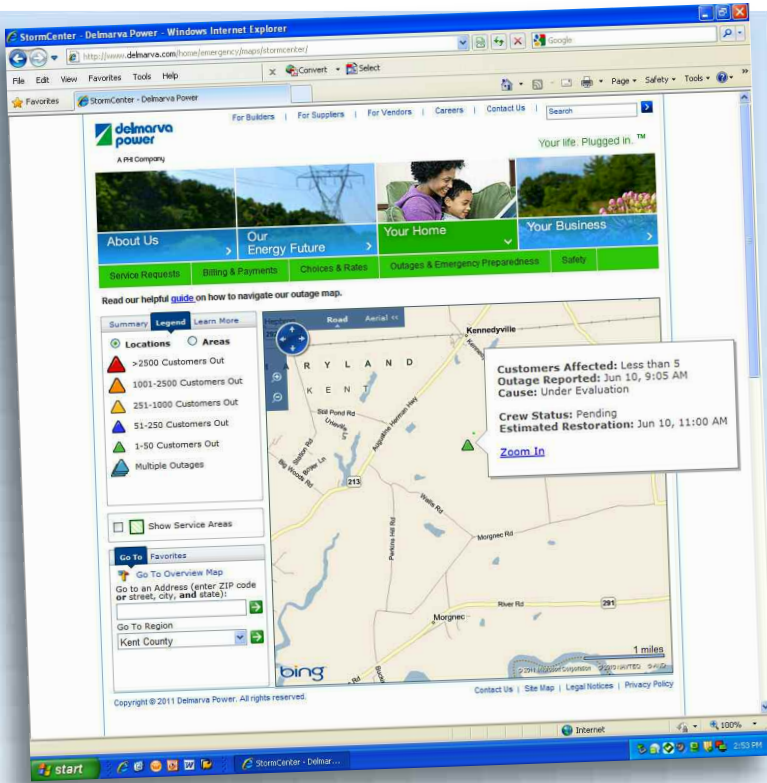


LINES



Your life. Plugged in.™



“Why Do I Have to Call When My Power’s Out?”

Our outage maps are only as accurate as the information we receive from our customers. To ensure that your power is restored as quickly as possible, always call us at 1-800-898-8042 or 1-800-898-8045 when your power is out. Remember, a neighbor’s call to report their outage will not indicate to Delmarva Power that you’re out of power as well.

Also, always request a call back to verify if your service has been restored. This helps us pinpoint outages after the main electric line has been restored, and allows us to make repairs to individual customers.

And please also make sure we have your current telephone number. Contact our Customer Care Service Center at 1-800-375-7117 – with your account number handy – to update your contact information in our automated system. Current customer information allows us to provide the quickest response to your outage issue.



“When Will My Power Be Back On?”

There are a number of events that can cause you to lose electric power to your home – including severe weather, an accident such as a vehicle hitting a power line, trees or animals coming in contact with power lines, or equipment malfunction.

Whatever the reason, we know that all you want to know is, “When will my power be back on?”

To provide you with that answer, we have updated our outage maps to get you that information as quickly as possible.

Go to delmarva.com and familiarize yourself with our outage maps that allow you to:

- View outages by county or ZIP codes.
- Zoom in as close as 600 yards to see outages in your specific location.
- View updated information every 10 minutes.

**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*

Customers to See a Drop in Rates

Notice anything on your electric bill lately? Delmarva Power's Maryland residential customers are enjoying a drop of about 15.7 percent, or \$25.52, on their average monthly electric bill.

The rate decrease, which began June 1, is a result of lower commodity fuel prices. Delmarva Power purchases the electricity we need for our customers from competitive wholesale suppliers, who own power plants and produce electricity or who buy and sell it on the wholesale market.

Default supply service, the cost of what customers pay for electricity, represents roughly 70 percent of a residential customer's bill. Default supply service rates apply to customers who do not select an alternative energy supplier and are based on market prices obtained through a competitive bidding process approved by the Maryland Public Service Commission.

Schedule a Quick Home Energy Check-up Today!

Delmarva Power's Quick Home Energy Check-up Program can help you identify ways to reduce your energy usage and costs. During a check-up, a qualified surveyor will inspect your home, recommend energy-saving improvements, and get you started on improving its efficiency by installing products such as compact fluorescent light bulbs and energy-efficient showerheads.

The Quick Home Energy Check-up and the energy-saving products and installation are offered at no additional cost to you if you let us install at least three products in your home. To schedule your Quick Home Energy Check-up, call **1-866-353-5799**. Also visit delmarva.com/SaveEnergy to learn more about this and other Delmarva Power energy-saving programs.



August

THINGS TO DO IN THE REGION

Maryland (Area code 410)

Aug 3-6: Caroline/Dorchester County Fair; Detour Rd., Denton; www.caroline-dorchestercountyfair.org

August 5-7: 51st Annual Old Time Wheat Threshing — Steam & Gas Engine Show; Eastern Shore Threshermen, 5806 Federalsburg Hwy./Rt. 313, Federalsburg; 410-673-2414, www.threshermen.org.

Aug 6: Blessing of the Combines; Downtown, Snow Hill; 443-783-1715, kfisher44@verizon.net.

Aug 6: Kids Crab Round-Up; 125th St. & Bay, Northside Park / Lagoon Pier, Ocean City; www.ococean.com/events/kids-crab-round-up.

Aug 12-14: Worcester County Fair; Byrd Park, Snow Hill; [worcestercountryfair.com](mailto:worcesterfarming@aol.com), [worcestercountryfair.com](mailto:worcesterfarming@aol.com).

Aug 14: Vintage Baseball Game; 461 Quaker Bottom Rd., Harvre de Grace; 410-939-2299 or 888-419-1762, steppingstonemuseum@msn.com, www.steppingstonemuseum.org.

Aug 26-Sept 5: Maryland State Fair; Timonium Fair Grounds; www.marylandstatefair.com.

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 e-mail: lines@delmarva.com.