

Energy Assistance (continued)

Georgetown State Service Center
546 South Bedford Street
Georgetown, DE 19947
Phone: (302) 856-5574

Laurel State Service Center
440 North Poplar Street
Laurel, DE 19956
Phone: (302) 875-6943

Anna C. Shipley State Service Center
350 Virginia Avenue
Seaford, DE 19973
Phone: (302) 628-2000

State Agencies

Attorney General Office
Consumer Protection Unit
820 North French Street
Wilmington, DE 19801
Phone: (302) 577-8600 (Referrals Only)

Division of the Public Advocate
820 North French Street, 4th Floor
Wilmington, DE 19801
Phone: (302) 577-5077

Printed below are the addresses and phone numbers of offices and agencies that may assist you or provide referral service if you are unable to pay your bill or to make arrangements with us for bill payment:

Estos son los telefonos a llamar si no puede pagar su cuenta y necesita hacer arreglos.

Community Organizations

Casa San Francisco Center
127 Broad Street
Milton, DE 19968
Phone: (302) 684-8694

Catholic Charities, Inc.
Community Services Division
2601 W. 4th Street
Wilmington, DE 19805
Phone: (302) 654-9295

Catholic Charities, Inc.
Kent County
1155 W. Walker Road
Dover, DE 19904
Phone: (302) 674-4016

Catholic Charities, Inc.
Fuel Assistance
406 S. Bedford Street
Georgetown, DE 19974
Phone: (302) 856-6310

Claymont Community Center
3301 Green Street
Claymont, DE 19703
Phone: (302) 792-2757

Crisis Alleviation Program
Phone: (302) 655-9753

Delaware Energy Assistance Program
Phone: 654-9295

Delaware Helpline
Phone: 1-800-464-4357 (Referrals Only)

F.A.I.T.H. Center
226 North Walnut Street
Wilmington, DE 19801
Phone: (302) 654-4550

First State Community Action Agency
P. O. Box 877, 308 North Railroad Avenue
Georgetown, DE 19947
Phone: (302) 856-7761 (Emergency Fund)

Hockessin Community Center
4266 Millcreek Road
Hockessin, DE 19707
Phone: (302) 239-2363

Kingswood Community Center
2300 Bowers Street
Wilmington, DE 19802
Phone: (302) 764-9022

Latin American Community Center
403 North Van Buren Street
Wilmington, DE 19805
Phone: (302) 655-7338

Lower Delaware Neighborhood House
219 West Green Street
Middletown, DE 19709
Phone: (302) 378-7217

Neighborhood House
1218 B Street
Wilmington, DE 19801
Phone: (302) 652-3928

Peoples Settlement
408 East 8th Street
Wilmington, DE 19801
Phone: (302) 658-4133

The Salvation Army
400 N. Orange Street
Wilmington, DE 19801
Phone: (302) 656-1696 (By Appointment Only)

The Salvation Army
611 Forest Street
Dover, DE 19903
Phone: (302) 678-9551 (By Appointment Only)

The Salvation Army
601 N. Dual Highway
Seaford, DE 19973
Phone: (302) 628-2020

West Center City Neighborhood Planning Advisory Committee (WCCNPAC)
613A West 8th Street
Wilmington, DE 19801
Phone: (302) 658-5320

West End Neighborhood House
710 North Lincoln Street
Wilmington, DE 19805
Phone: (302) 658-4171



A PHI Company

URGENT

Important Notification to Residential Customers Whose Electric Service is Subject to Disconnection for Non-payment.

Electric Disconnection can be avoided...but we need your cooperation.

The enclosed notice states that your service is subject to disconnection for non-payment. By order of the Public Service Commission of Delaware, you have the following rights and responsibilities regarding termination of your service for non-payment.



A PHI Company

Your Rights & Responsibilities as a Customer

Upon receiving this notice of termination, you should notify Delmarva Power, prior to the scheduled date of termination, that one of the following conditions exists or that the bill is incorrect as presented. Otherwise, your service will be terminated.

1. If you are unable to pay the bill, notify us. Alternate payment plans may be available.

2. If you or an occupant of the premises is 65 or older, or handicapped, call Customer Care for information about possible sources of financial assistance and/or alternate payment plans.

3. If life-sustaining medical equipment is in use, or if an occupant is seriously ill, disconnection of service may be delayed pending receipt of proper certification, when such termination will aggravate an existing serious illness or will prevent the use of life support equipment. Please contact Customer Care to obtain certification forms and to arrange for an alternate payment plan.

4. A Third Party Notification Plan is available, which allows a second person to receive a copy of any disconnect notice. The third party is not responsible for the bill, but agrees to be informed of any notice sent to disconnect service. Please call Customer Care for more information about this plan.

5. If there is a good faith dispute concerning the unpaid bill or other reason for termination, service may not be disconnected until the dispute is resolved. However, the portion of the bill not being disputed and future bills must be paid, or an alternate payment plan arranged.

We encourage you to call Customer Care if you have questions about any of the policies outlined above. It is important to us to provide you with continuous service, especially during the winter season. You can call Delmarva Power Customer Care at (800) 375-7117 from Monday through Friday, 7 a.m. to 7 p.m.

Notifique de inmediatamente al Departamento de Servicio si no puede pagar su cuenta. Informe al representante de servicio si en su casa viven personas mayores de 65 años, personas incapacitadas y enfermas que usan equipo medico en su hogar, para entonces pedir un plan de pago diferente.

Dispute Procedures

If a customer questions a bill, believes a termination notice has been sent improperly, or believes that service has been interrupted improperly, he or she should contact our customer service center so we may begin an immediate investigation and report our findings. You can call Delmarva Power Customer Care at (800) 375-7117 from Monday through Friday, 7 a.m. to 7 p.m.

Correspondence should be sent to:
Delmarva Power, Billing Inquiries,
5 Collins Drive, Mail Stop 84CP34,
Carneys Point, NJ 08069-3628

Bill Payments should be sent to:
Delmarva Power, P.O. Box 17000,
Wilmington, DE 19886-7000

Service Restoration Charges

If your service is disconnected, there is a restoration charge required before service will be reconnected. This charge will be one of the following:

\$30.00 when restoration is made during normal hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except company holidays.

\$60.00 when restoration is made from 5:00 p.m. to midnight, Monday through Friday, or from 8:00 a.m. to midnight on Saturday, Sunday, or on company holidays.

\$90.00 when restoration is made during the hours of midnight and 8:00 a.m., any day of the week.

A deposit may also be required.

Delmarva Power Customer Service

For Customer Service

please call 1-800-375-7117

New Castle County residents only 454-0300

Energy Assistance

Statewide Information and Referral Services
(To provide referral services only)
8:00 a.m. - 4:30 p.m. Monday through Friday

New Castle County

Delaware Help! Line
Information and Referral
Phone: 1-800-464-4357

Appoquinimink State Service Center
122 Silver Lake Road
Middletown, DE 19709
Phone: (302) 378-5770

Belvedere State Service Center
310 Kiamensi Road
Wilmington, DE 19804
Phone: (302) 995-8545

Claymont State Service Center
3301 Green Street
Claymont, DE 19703
Phone: (302) 798-2870

DeLaWarr State Service Center
500 Rogers Road
New Castle, DE 19720
Phone: (302) 577-2970

Floyd I. Hudson Service Center
501 Ogletown Road
Newark, DE 19711
Phone: (302) 283-7500

Northeast Service Center
1624 Jessup Street
Wilmington, DE 19802
Phone: (302) 577-3150

Winder L. Porter Service Center
509 West 8th Street
Wilmington, DE 19801
Phone: (302) 577-3400

Kent County

James W. Williams Service Center
805 River Road
Dover, DE 19901
Phone: (302) 739-5301

Milford State Service Center
11-13 Church Avenue
Milford, DE 19963
Phone: (302) 424-7230

Sussex County

Bridgeville State Service Center
North Cannon and Mill Streets
Bridgeville, DE 19933
Phone: (302) 337-8261

Edward Pyle State Service Center
Route 4, Box 281-1,
Frankford, DE 19945
Phone: (302) 732-9501