

Did You Know?

What are tamper-resistant electrical receptacles, and are they safer than the outlet covers or wall-plug caps we now use?

Tamper-resistant, or TR, electrical receptacles have spring-loaded shutters that close off the contact openings, or slots, of the outlet. When a plug is inserted in the outlet, springs compress simultaneously to open shutters that allow the metal prongs to make contact – creating an electrical circuit.

TR receptacles prevent children from inserting an object since the shutters will not open to allow electrical contact.

The National Fire Protection Association urges using TR receptacles because:

- Outlet covers may be lost and pose a choking hazard for children and pets.
- When removed, wall-plug caps don't prevent objects from being inserted in the receptacle.
- The 2008 National Electric Code requires new and renovated homes have them installed.
- A TR receptacle costs about 50 cents more than an unguarded outlet – a small price to pay to keep your child safer.

For more information, visit nfpa.org. More safety tips are available at delmarva.com.



Understanding Natural Gas Restoration

Natural gas is a safe, clean and efficient fuel source. Delmarva Power protects its 3,200 miles of pipelines from the environment by locating equipment underground – so natural gas outages rarely occur.

Although unlikely, someone could accidentally dig into a pipeline causing a leak. To repair the leak, trained professionals may temporarily shut off the supply to the affected pipeline and individual customer meters.

We then take several steps to restore service safely and quickly. These steps include making the necessary repairs to the gas pipeline, re-pressurizing the pipeline, restoring gas service at individual meters and relighting the pilot lights on individual customer appliances.

For safety reasons, customers should never relight their own pilot lights. As always, if you think you smell gas or have a gas emergency – please call **302-454-0317**.

Coping with Winter Storms and Outages

Delmarva Power offers tips for staying safe during winter storms and possible power outages.

- Stay indoors and listen to local broadcasts for weather updates.
- If you go outside, wear several layers of lightweight clothing rather than just a single heavy coat.
- Wear a hat, gloves or mittens; cover your mouth to protect your lungs.
- Know the hazards of wind chill, limit time outdoors.
- Walk carefully on snowy, icy sidewalks.
- If you drive, keep a disaster supply kit in the car and have a full tank of gas.

Use Care When Shoveling

- Carefully clear accumulated snow from gas and electric facilities, propane and oil tank storage areas.
- Clear snow away from outside vents for proper operation of natural gas appliances, water heaters, and other appliances such as dryers.
- Take frequent breaks to avoid exhaustion and injury.

If You Lose Power

- Use a flashlight for lighting, avoid candles.
- Never run a generator inside your home or garage.
- Don't use a charcoal grill indoors.
- Cover windows with blankets to prevent heat loss.

For more tips on weathering winter storms, visit delmarva.com.

Mutual Assistance: Restoring Service Quickly

When the power is out, Delmarva Power knows that customers want the lights back on as quickly as possible. But sometimes damage from storms is so severe and widespread that extra help is needed.

Fortunately, the utility industry supports a program called "mutual assistance." This program speeds up the restoration process by pooling the resources of two or more utilities.

Since it's difficult to have enough resources available to handle all emergencies, mutual assistance allows utilities to "borrow" skilled crews and equipment when needed. This keeps operating costs low.

Also, the program allows utilities to provide extra help and still keep sufficient crews at home to handle both routine and emergency work.

During the last several months, Pepco Holdings, Inc., Delmarva Power's parent company, sent crews to the Texas Gulf Coast, Pittsburgh, and Massachusetts to assist utilities in those areas restore service.

For more information on mutual assistance, visit the Edison Electric Institute online at www.eei.org. And for tips on how you can be prepared for emergencies, go to delmarva.com.



Your Life. Plugged In.™

THINGS TO DO IN THE REGION



Delaware (Area code 302)

Mar 7-8: Earth Science Gem and Mineral Show; Delaware Technical and Community College, Stanton; 234-4488, gene@fossilnut.com, 338-0686, wurion@aol.com, www.delminsociety.net.

Mar 8: Arden's Spring Fling; Gild Hall, Wilmington.

Mar 14: Ham & Oyster Dinner; Ebenezer United Methodist Church, Delaware City; 834-7503.

Mar 14: Ham and Oyster Dinner; St. Marks United Methodist Church, Wilmington; 994-0400

Mar 28: New Ark Chorale: A Festival of Choirs Celebrating Music, Life, and Love; Newark United Methodist Church, 69 E. Main St, Newark; 368-4946.

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.

Income Tax Credits Help Working Families

Low- and moderate-income families in Delaware may benefit from two substantial tax credits -- the Earned Income Tax Credit (EITC) and the Child Tax Credit.

For more information on these tax credits and free tax preparation services for qualified individuals, contact EITC Delaware online at www.eitcdelaware.net.



308-12-08/DE/NC

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: (800) 375-7117
TTY Telephone Number for Hearing Impaired: (800) 822-1200