

WEATHERING THE STORM



An Exelon Company

Severe weather is a fact of life in a changing world and restoring power safely takes time. We encourage you to use the information provided here and take steps to prepare yourself and others by being weather-ready in the face of storms.

BEFORE A STORM – Get Prepared

Assemble an Emergency Storm Kit

- Flashlights and extra batteries
- Battery-powered radio or TV
- Land-line phone with cord (cordless phones require electricity)
- Battery-powered or windup alarm clock
- Supply of bottled water (one gallon per person per day)
- First-aid kit and prescription medications
- Non-perishable foods
- Blankets, bedding or sleeping bags
- Hand-operated can opener
- Special medical or infant supplies
- Variety of hand tools
- List of emergency phone numbers

Develop an Emergency Plan

Everyone in your household should know the location of your emergency storm kit as well as what to do should the power go out.

- If you or someone you know uses emergency or life-support equipment, identify an alternative location with power to go to during an outage.
- Register for the **Emergency Medical Equipment Notification Program** to receive notifications of severe storms that could lead to extended outages. **Call 1-800-375-7117 and ask for a representative or visit delmarva.com/EMENP to learn more.**

DURING A STORM – Stay Safe

Safety during a storm should be your top priority. When a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are a dangerous combination

If Power Goes Out

- Unplug or turn off TVs, appliances and most lamps, and leave one lamp switched on so you know when power is restored
- Keep refrigerator and freezer doors closed
- In summer, close shades or curtains to keep rooms cooler
- In winter, let the sun warm rooms and close shades at night to keep warmth in
- Be safe around candles and open flames
- If you are operating a generator, never run it indoors or inside a garage or carport – only run it outdoors in a well-ventilated area and follow all safety guidelines

RESTORING POWER



When power goes out, our restoration process begins as soon as conditions are safe for our professionals. We are committed to resolving outages as quickly as possible and technology is helping us do it faster than ever before.

When widespread outages occur, we prioritize restoration efforts so that critical issues are addressed first and power is restored to the most people in the shortest amount of time. Generally the sequence is as follows:

- 1 Downed live wires or potentially life-threatening situations and public health and safety facilities without power
- 2 Transmission lines serving thousands of customers
- 3 Substation equipment that affects widespread areas
- 4 Main distribution lines serving large numbers of customers
- 5 Secondary lines serving neighborhoods
- 6 Service lines to individual homes and businesses



Stay Connected.

Download our mobile app now to be prepared for severe weather.

Visit delmarva.com/mobileapp or your app store today. ▶



Getting Information

We are committed to helping you stay connected as we work to restore your electric service. There are several ways you can get information during a storm.

- **Call 1-800-898-8042 or 1-800-898-8045** to report outages and downed wires, and please request a call back so we can verify if individual or small groups of outages still exist
- **Download our mobile app** at delmarva.com/mobileapp or your app store to get the latest news, report an outage or a streetlight problem, access outage maps of your area, call us directly and get estimates for when power will be restored – all on your smartphone or tablet
- **Go online to delmarva.com**, click “Outage Center” and enter your account information to get the latest news, report an outage, access outage maps, get important contact information and estimates for when power will be restored

AFTER A STORM – Assess Damage

After a storm passes, look for any damage inside or outside your home. Remember, even small storms can create unsafe conditions.

- Check your service line and meter box. If the meter is damaged, call 1-800-375-7117
- Contact a licensed electrician if repair work is needed
- Discard any spoiled food
- Replace batteries as needed
- Replenish any supplies from your emergency storm kit
- If you used a generator, store it safely



CUT HERE AND SAVE 

IMPORTANT CONTACT INFORMATION

Report Power Outages and Downed Wires:

1-800-898-8042 or
1-800-898-8045

Customer Service:

1-800-375-7117

TTY for Hearing Impaired:

1-800-822-1200

Servicio en Español:

1-800-375-7117

Delmarva Power Mobile App:

delmarva.com/mobileapp



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