

Always Use Caution

Many companies, including Delmarva Power, contact customers in person or via phone for various reasons. If someone contacting you claims to represent Delmarva Power, it is important that you take precautions to verify that the person is actually affiliated with the company, especially if that person is requesting an immediate monetary payment. When addressing past due accounts, we always offer multiple payment options.

Always ask to see a company photo ID before allowing any Delmarva Power worker into your home or business. If proper identification cannot be produced, you should notify the police and the company with whom the individual claims to be associated.

Similarly, if someone calls saying they represent Delmarva Power, you should ask them to verify their identity and affiliation. Customers with a past due balance will receive multiple shut off notifications – never a single notification before disconnection. If you have any doubt about the validity of a person's claim to represent Delmarva Power, please call us immediately at 800-375-7117.

BE ALERT FOR SCAMMERS



Several scams are taking place in our area. Look inside for more details and tips to keep you safe.

- Avoid phony invoices
- Be mindful of reloadable debit cards
- Ask for identification



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We want to alert our residential and commercial customers to several scams taking place in our area.

Phony Invoices

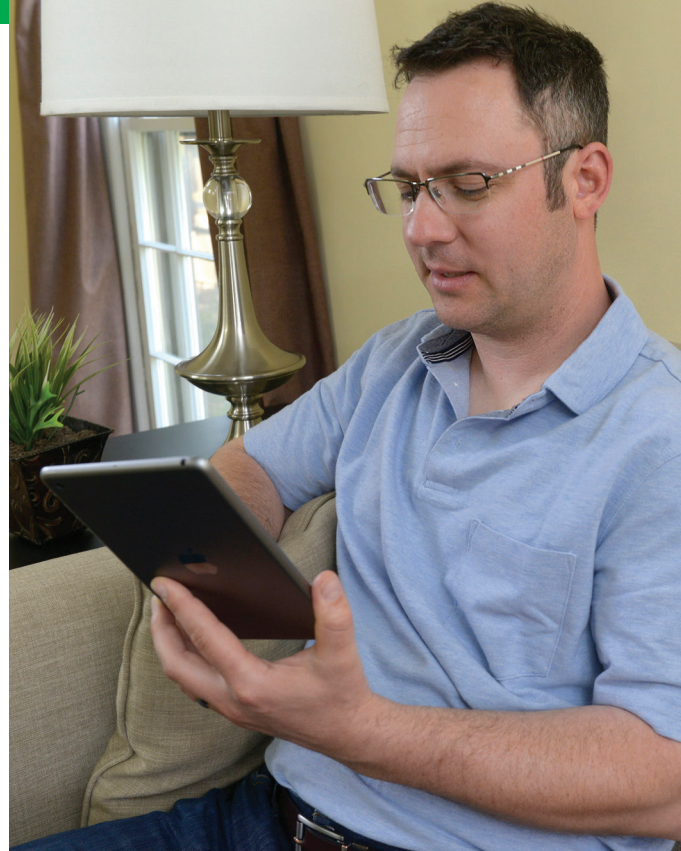
Scammers are posing as third-party suppliers and sending phony bills via email to some customers. The email asks you to click on a link contained within the message. It is suspected that, by clicking the link, your computer could become infected with a virus or malware.

We ask our customers to pay their bill only by visiting delmarva.com, using our mobile app, or by mailing the hard copy of the remittance portion of the invoice. Do not open any email asking that payment be made on your utility bill unless sent by Delmarva Power or your respective third-party energy supplier.

Reloadable Debit Cards

Scammers are calling targeted customers to tell them that their account is delinquent and that their service will be shut off for non-payment unless they purchase a reloadable debit card for a specific amount from a local retail store.

Victims are then instructed to call the scammer's telephone number with their debit card's account number and unique serial number. Once the scammer obtains the card's identifying information, the value is then downloaded, swept and stolen without a trace. (Reloadable



debit cards in themselves are legitimate products when used properly). Delmarva Power representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.

Business customers also are being told to use this method to make payment of about \$500 to have a new meter installed. Scammers tell customers that the state has mandated these meter changes. This is not true.