



CHATBOT HOW-TO GUIDE

Want to report an outage, check outage status, check your account balance or check energy usage using your smart home device? Simply download the Delmarva Power skill and get started! Below are the steps to download the Delmarva Power skills to your device.

Google Home

1. Install and open the Google Assistant App .
2. Say or type “Talk to Delmarva Power”.
3. For first time user, bot will ask to link your Delmarva Power’s account.
4. After successful account linking, you will be redirected to the chat page where you can start interacting with the “Delmarva Power’s virtual assistant”.
5. If your Delmarva Power’s account is already linked with Google Assistant, then you will be redirected to the chat with initial greeting message.

Amazon Alexa

1. Open the Alexa app, go to the more  (bottom right corner) and select “Skills and Games”. Or, go to the [Alexa Skills store](#) on the Amazon website.
2. Search for the “Delmarva Power” skill.
3. Select the skill and open the skill detail page. Then select the “Enable to Use” option. After you enable a skill, you will be redirected to the account linking page where you can link your Delmarva Power’s account. After successful account linking, you will be redirected back to the Amazon app.
4. Then you can invoke your Delmarva Power Skill to interact with it further.

