



# TIPS FROM THE CUSTOMER ADVOCATE

**Need-to-know information about energy savings, payment assistance, storm preparation, and electrical safety for the communities we serve.**

Fall/Winter



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An Exelon Company

## TIPS TO HELP YOU SAVE MONEY AND ENERGY

The following information can help save money and energy during cold-weather months.

- **Keep it sealed.** Caulk around doors, windows, and any openings for utility services. Use the locks on your windows to help make a tighter seal that is more resistant to drafts. If you have a fireplace, keep your damper closed when it's not in use.
- **Upgrade your insulation.** Insulating your home can significantly reduce your heating costs, while also increasing the comfort of your home.
- **Check ducts for air leaks.** Look for joints that are no longer connected. Leaky ductwork can increase your energy bill significantly.
- **Warm up your system.** Service your heating system. A well-maintained system will last longer, operate more efficiently, and save you money.
- **Manage your thermostat.** Keep thermostats set at a comfortable level. You can save about two percent on your heating bill for every degree you lower your thermostat. Consider investing in a smart thermostat that can connect to your mobile devices, helping you stay on top of your energy usage.
- **Take advantage of the sun's heat.** Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home. Close them at night to reduce the chill from cold windows.



Visit [delmarva.com/saveenergy](https://delmarva.com/saveenergy) for additional savings tips.

## PAYMENT ASSISTANCE IS AVAILABLE

We offer programs and services to help those in need, including energy assistance, help for customers with special needs, and ways for neighbors to help neighbors.



### Options include:

- **Budget Billing** – Avoid seasonal peaks in your bill by dividing your payments evenly over the course of the year. This plan makes it easier for you to budget and pay your energy bill each month because you'll know your regular payment amount.
- **Special Payment Arrangements** – We offer a variety of payment arrangements for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.
- **Extended Payment Date Plan** – If your main source of total household income is from government or other low-income entitlement programs, you may qualify for a regular extension of your bill due date without incurring a late charge.
- **Government Assistance Programs** – Some federal energy assistance may be available through state and local assistance programs, including the Low-Income Home Energy Assistance Program (LIHEAP) and the Delaware Energy Assistance Program (DEAP). Visit [delmarva.com/energyassistance](https://delmarva.com/energyassistance) and click on "Assistance Programs"
- **Gift of Energy** – Our Gift of Energy program is a thoughtful way to help your family members, friends, or neighbors with their energy bill. Visit [delmarva.com/gift](https://delmarva.com/gift) or a Customer Care Center in person to make a payment on that person's account and receive a free greeting card to give that person. You can purchase a Gift of Energy at any time during the year.



We care about our customers and want you to know you can always contact us for help through our website at [delmarva.com](https://delmarva.com) or by calling **1-800-375-7117**.

## BE WEATHER-READY: PREPARE FOR STORMS

Use the information below and take steps to prepare yourself and others for the summer storm season.

### What You Can Do Now

- **Verify Your Contact Information.** Call **1-800-375-7117** to confirm that we have your current phone number on file. This ensures that we will be able to reach you if you call to report an outage.
- **Assemble an Emergency Kit.** You should have a box ready with enough nonperishable food, water, medicine, and essentials to last 72 hours or more. For a checklist of emergency kit items, visit [delmarva.com/storm](https://delmarva.com/storm) and click the “Storm Readiness” link.
- **Make a Plan in Case of Extended Power Outages.** Know where you will go in the event of a power outage lasting multiple days. Most communities have a designated location with back-up power, or you can plan to stay with a relative, friend, or neighbor. **Important:** If you have a generator, never run it indoors or inside a garage or carport – only operate it outdoors in a well-ventilated area, following all safety guidelines.
- **Register for the Emergency Medical Equipment Notification Program.** This program is important for customers who rely on electricity to power life-support equipment in their homes. Call **1-800-375-7117** and ask for a Customer Care Representative or visit [delmarva.com/EMENP](https://delmarva.com/EMENP) to learn more.



### Staying Connected

There are several ways you can stay connected to information during a storm.

- **Phone:** Call **1-800-898-8042** to report your electric outage, or **302-454-0317** to report a gas outage. Please request a call back so we can verify if individual or small groups of outages still exist.
- **Online:** Go to [delmarva.com](https://delmarva.com) and click “Outage,” then “Report an Outage.” Enter your account information so you can report an outage, access outage maps of your area, get estimates for when power will be restored, and more.

- **Mobile Devices:** Our free self-service app lets you get the latest news, report an outage, access outage maps of your area, call us directly, and get estimates for when power will be restored – all on your smartphone or tablet. Visit [delmarva.com/mobileapp](https://delmarva.com/mobileapp) or your app store to download our mobile app today.

## Restoring Power

When widespread outages do 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



## 10 TIPS FOR STAYING SAFE AROUND ELECTRICITY

Electricity is an essential part of our everyday lives, but it can also pose a significant danger. By following some key electrical safety tips, you can minimize risk to you and your family.

1. Before using a ladder, trimming branches, cleaning gutters, or working on a roof, check for power lines in or near trees.
2. When working near power lines, stay a minimum of 25 feet away.
3. Keep electrical equipment away from water at all times – never use any electric appliance on a wet surface, while wet, or when standing in water.
4. Know what's below – call 8-1-1 before any digging around your home to find out where underground utility lines are buried.
5. Don't overload electrical outlets with multiple appliances. Use a power strip with an integrated fuse to plug more than two electrical items into one outlet.
6. Examine electrical cords and replace or dispose of any that are damaged.
7. Keep electric space heaters at least four feet from furniture and drapes.
8. Don't force a plug into an outlet or remove an electrical plug by pulling on the cord.
9. Never run a generator indoors, including inside a garage – a generator should always be located outdoors in a well-ventilated area.
10. Never go near a fallen power line, as it may be live and extremely dangerous – stay safe and call **1-800-898-8042** to report downed power lines and damage

Safety is always our top priority. To learn more about how you can help prevent electricity-related accidents, visit [delmarva.com](http://delmarva.com).



## HOW TO PROTECT YOURSELF FROM SCAMMERS

We have seen an increase in reports of individuals calling customers and falsely claiming their service will be disconnected unless payment is made. If someone contacts you claiming to represent any company or entity and you think the situation doesn't feel right, slow down and don't rush to a decision that could cost you. Focus on the following when you feel a scam may be in progress:

- Be alert for callers who become angry and tell you that your account is past due and service will be shut off if a large payment isn't made – usually within less than an hour.
- Ask the individual to verify their identity and affiliation over the phone if they call representing a company.
- Ask for official photo identification from any person who shows up at your door. Our employees always carry an official company identification card.
- Notify the police and the company with which the individual claims to be associated if they can't produce proper identification.
- Call us immediately at **1-800-375-7117** if you have any doubt about the validity of a person's claim to represent Delmarva Power.
- Remember, customers with a past due balance will receive multiple shut-off notifications – never a single notification one hour before disconnection.
- Remember, when addressing past due accounts, Delmarva Power always offers multiple payment options, such as online, by phone, automatic bank withdrawal, mail, or in person.

We believe that the best form of protection is being prepared. By knowing what to do when you suspect a scam, you are taking the necessary steps to keep you and your family safe.



## About the Customer Advocate Team

The Customer Advocate team works directly with customers and government and regulatory officials to better understand and meet our customers' expectations.

We are here to listen to your concerns and suggestions, and will facilitate the resolution of any issues between you and Delmarva Power. Whether you are a residential customer, a small business establishment, or a large commercial customer, we want to hear from you and provide you with the assistance and information you are looking for. Contact us at [customeradvocate@delmarva.com](mailto:customeradvocate@delmarva.com).



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