



OUR POWER RESTORATION PROCESS

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

Customers who rely on electricity to power life-support equipment should register for the Emergency Medical Equipment Notification Program. Call 800-375-7117 or visit delmarva.com/EMENP.

STAYING CONNECTED

There are several ways you can stay connected to us during a storm. You can also use the following resources to report outages and downed wires.

PHONE: Call 800-898-8042 to report your outage. Please request a call back so we can verify if individual or small groups of outages still exist.

- ONLINE:** Go to delmarva.com/Outages so you can:
- Report an outage quickly and get the latest news
 - Access outage maps of your area
 - Get estimates for when power will be restored
 - Enroll to receive outage alerts and updates

TEXT: Text "OUT" to 67972 to report an outage. You must first text "ADD OUTAGE" to 67972 to sign-up for the service.

MOBILE DEVICES: Our free Delmarva Power mobile app allows you to get the latest news, report an outage, receive notifications for outage restoration progress, and use interactive outage maps to check the status of outages in your area.



Visit delmarva.com/MobileApp or your app store today.



BE PREPARED FOR CHANGING WEATHER



Use the information inside to be ready when severe weather strikes this winter.

- What to put in your emergency storm kit
- How to stay connected to Delmarva Power
- Staying safe during power outages

delmarva.com/Storm

Customer Service/Atención al Cliente
800-375-7117

TTY for Hearing Impaired:

Delaware: 800-232-5460 / 877-335-7595 (Spanish)

Maryland: 800-735-2258 / 800-877-1264 (Spanish)

STAY SAFE. STAY CONNECTED.

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Winter storms are more frequent in a changing world and restoring power safely takes time. Here's how you can prepare so you'll stay safe and connected when severe weather strikes.

BEFORE A STORM STRIKES

- Assemble an emergency storm kit containing the essentials — nonperishable food, water, and medication — to last 72 hours or more
- Purchase a battery-powered carbon monoxide detector for your home if you plan to use an alternative source of heat
- Develop and practice an emergency plan with everyone in your household
- Fill your bathtub with water if your water supply depends on electricity
- Make sure cell phones are charged and portable chargers are powered up
- Protect and unplug electronic equipment
- In the event we need to reach you, head to delmarva.com/MyAccount to confirm we have your current phone number under “My Alerts and Notifications”
- Download our mobile app (delmarva.com/MobileApp) so you can stay connected should the power go out

IF POWER GOES OUT

- If possible, gather in a central room that has an alternative source of heat such as a fireplace or wood stove
- Keep refrigerator and freezer doors shut
- Let the sun warm rooms during the day and close shades or curtains at night to keep warm in
- Dress in loose layers for warmth and flexibility
- **Important:** If you have a generator, only operate it outdoors in a well-ventilated area, following all safety guidelines
- If the indoor temperature drops to 55 degrees Fahrenheit or below, open your faucets slightly so they constantly drip to prevent pipes from freezing
- When conditions are safe, check on elderly or home-bound neighbors

HEATING WITHOUT POWER – DOS AND DON'TS

- DO keep children and pets away from any open flames
- DO use a carbon monoxide detector to keep you and your family safe – carbon monoxide is not only colorless and odorless, it is deadly
- DO use sleeping bags and other cold weather gear to stay warm
- DON'T use a gas or electric range for heating a room
- DON'T use a generator indoors, inside a garage or carport, or in any area without proper ventilation
- DON'T use charcoal to heat or cook indoors

For more tips and information,
visit delmarva.com/Storm.



SNOW SAFETY

When snow piles up, it's important to keep areas outside your home clear.

- Clear snow away from appliance vents located outside your home so your heater, clothes dryer and other appliances will continue to operate safely
- If your home has a heat pump, clear it of snow to make sure air can circulate properly
- Clear snow from access areas to your home
- Remember to take breaks while clearing snow and avoid over exerting yourself

Help with Winter Bills

If you need assistance with your energy bill, please call us at 800-375-7117. We can suggest other payment options or offer reasonable payment arrangements, if you qualify.

Our Budget Billing program helps customers budget energy costs over time so that monthly bills are more predictable – even in cold winter months when energy use naturally rises. We can also direct you to government assistance programs that offer help based on income guidelines.

For useful tips on saving energy in winter, please visit delmarva.com. Some small changes around your home can make a difference in your energy usage – and your bill.