






Customer Service/Atención al Cliente:
Monday through Friday/Lunes a Viernes
7 a.m. - 7 p.m.
1-800-375-7117

TTY for Hearing Impaired:
1-800-822-1200

STAY SAFE. STAY CONNECTED.

 /DelmarvaPower  @DelmarvaConnect  /DelmarvaPowerTV

**ALL IT TAKES
IS ONE CALL**

HELP IS AVAILABLE FOR PAYING YOUR BILL



energy for a
changing world®



Did you know...

That a simple phone call to **1-800-375-7117** can help resolve a past due balance? There are several payment options you can use to avoid termination of your service:

- **Mail** a check for the entire outstanding balance.
- **In-Person Payment Locations** make it easy to pay your utility bill while you're out and about. Visit our web site at **delmarva.com** for the location nearest you.
- **Speed Pay** enables you to pay past due balances over the phone when you authorize a withdrawal from your checking account.
- **Credit Card** payment can be made for a fee. Use it to pay the balance owed on your energy bill.
- **Payment Arrangements** allow you to make smaller payments after an initial down payment.

Our Customer Care department is eager to work with you to make a payment arrangement or to answer any questions about your account.

Please call **1-800-375-7117**, Monday through Friday, 7 a.m. - 7 p.m. to discuss your account with a representative.

Si usted necesita esta información en español, llame al departamento de atención al cliente, lunes a viernes de las 7 a.m. a las 7 p.m. a **1-800-375-7117**, y pida hablar con un representante en español.

Energy assistance

(Residential customers only)

For those in need of energy assistance, there are funds available that can help. For information about regional energy assistance programs, please contact the following:

In Delaware:

- Contact the Delaware Helpline at **2-1-1** and ask for "utilities assistance" or visit **211.org**.

In Maryland:

- Contact the Department of Human Resources at **1-800-332-6347** and then select the energy assistance option or visit **dhr.maryland.gov/ohep**.
- **Maryland Energy Assistance Program (MEAP):** MEAP provides assistance with home heating bills. Limited assistance is available to repair or replace broken furnaces.
- **Electric Universal Service Program (EUSP):** EUSP is a state program to assist low-income residential customers with their electric bills. Assistance may be available whether you are an active customer or you are currently without service. Eligible customers may receive help to pay their current bills or past due balances.
- **Utility Service Protection Program (USPP):** If you are eligible for assistance from MEAP, you also may be eligible for participation in Maryland's Utility Service Protection Plan (USPP), a program to help residential customers avoid termination of service from November through March.

For more information about MEAP, EUSP and USPP, contact the local energy assistance agency in your area, or the Office of Home Energy Programs at 1-800-352-1446.