

## Delmarva Self-Service App for Mobile Devices

Visit [delmarva.com/mobileapp](https://delmarva.com/mobileapp)  
on your mobile device or scan this  
code with your QR code reader  
to download.



- Report outages and get status updates
- Use interactive outage maps to check the status of outages in your area
- Get estimated restoration times
- Call Delmarva Power through a direct dial link

**Report Power Outages and Downed Wires:**  
**1-800-898-8042 or 1-800-898-8045**

**Customer Service:**  
**1-800-375-7117**

**Servicio en Español:**  
**1-800-375-7117**

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

STAY SAFE. STAY CONNECTED.



/DelmarvaPower



@DelmarvaConnect



/DelmarvaPowerTV



DelmarvaConnect.wordpress.com



[delmarva.com](https://delmarva.com)



# STORM PREPARATION HANDBOOK



How you can be ready  
for changing weather.



## IMPORTANT PHONE NUMBERS

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and Downed Wires:**

**1-800-898-8042 or 1-800-898-8045**

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**Servicio en Español:**

**1-800-375-7117**

**TTY for Hearing Impaired:**

**1-800-822-1200**

**Emergency:**

**911**

**Your Local Police:**

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**Your Local Fire Department:**

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## THERE IS NO SUBSTITUTE FOR BEING PREPARED

Violent storms are more frequent in a changing world, and it is essential to be prepared. For all of us at Delmarva Power, that means planning thoroughly before weather threatens, responding quickly when a storm hits, and restoring power as safely and quickly as possible in the event of an outage.

When the weather is nice it's easy not to give a second thought to preparing for storms. But thinking ahead can give you peace of mind when weather turns threatening.

We created this handbook to help you be prepared before, during and after storms. Please keep it with other essential storm-related items in your home.



## BEFORE A STORM

- ☐ Assemble an emergency storm kit containing:
  - Flashlights and fresh batteries
  - Battery-powered radio or TV and extra batteries
  - Land-line phone with cord (cordless phones require electricity)
  - Battery-powered or windup alarm clock
  - Supply of bottled water (one gallon per person per day)
  - Non-perishable foods that require no heating
  - Blankets, bedding or sleeping bags
  - First-aid kit and prescription medications
  - Hand-operated can opener
  - Special medical or infant supplies
  - A variety of hand tools
  - List of emergency phone numbers
- ☐ Develop and practice an emergency plan with everyone in your household
- ☐ Download the new Delmarva Self-Service app on your smartphone or tablet (see page 5 of this handbook)

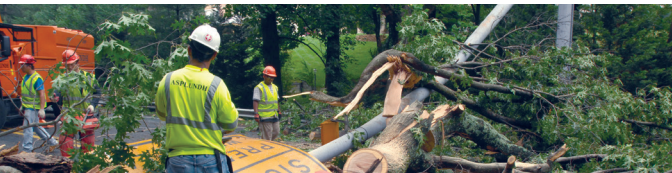
- ☐ Fill your bathtub with water if your water supply depends on electricity
- ☐ Make sure cell phones are charged
- ☐ Protect and unplug electronic equipment
- ☐ Ensure your contact information is up to date with Delmarva Power (Have your account number available and call 1-800-375-7117 and say "update phone number")
- ☐ If needed, register for the Emergency Medical Equipment Notification Program (Call 1-800-375-7117 and ask for a customer care representative or visit [delmarva.com/EMENP](http://delmarva.com/EMENP) to learn more)
- ☐ If someone relies on life support equipment, identify an alternate location with power where they can go during an outage

### Preparing for storms is something we take seriously.

#### How we prepare:

- Continually monitoring weather
- Scheduling additional Delmarva staff and crews in case of an outage
- Working closely with local government officials and emergency responders
- Activating emergency procedures

**Being prepared for storms is one more way we're improving reliability.**



## WHEN A STORM STRIKES

Staying safe during a storm should be your top priority. Here are some ways to stay safe when a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are a dangerous combination

### If Power Goes Out

- Unplug or turn off most lamps, TVs and appliances
- Keep freezer and refrigerator doors shut
- In summer, close shades or curtains to keep rooms cooler
- In winter, let the sun warm rooms during the day; at night close shades or curtains to keep warmth in
- Be safe around candles/open flames
- If you are operating a generator, make sure that you follow all safety guidelines

### Getting Information

There are several ways you can get information during a storm. But first, it's important that you notify us that your power is out.

#### Answering the call for reliability.

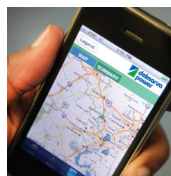
We have increased both the number of phone lines and customer care representatives since 2010.

**PHONE:** Call 1-800-898-8042 or 1-800-898-8045 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](http://delmarva.com) and click on "Report/Get Outage Status."

- Report an outage quickly and get real-time updates by entering your account information
- *Dynamic Outage Maps:* Zoom in to see outages and estimates for when power will be restored in a specific location (outage map information is updated every 10 minutes)
- Access important contact information

**MOBILE DEVICES:** The Delmarva Self-Service app



makes getting information quick and easy, and it's especially handy in the event of an outage. By entering your phone number and zip code or

your Delmarva Power account number, you can:

- Report outages and get status updates
- Use interactive outage maps to check the status of outages in your area
- Get estimated restoration times
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If you don't already have the free Delmarva Self-Service app, scan this QR code or visit [delmarva.com/mobileapp](http://delmarva.com/mobileapp) on your mobile device. Available for iPhone®, iPad®, Android™ and BlackBerry®.

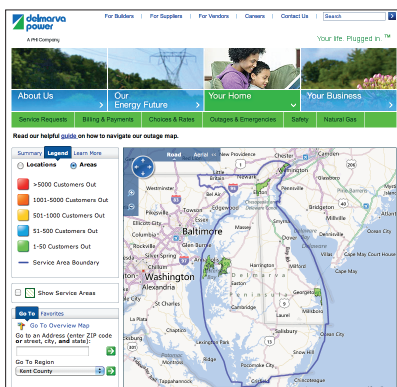






## WHEN WILL POWER BE RESTORED?

We understand that it's important for our customers to know when their power will be restored. A comprehensive and ongoing damage assessment process helps us provide customers with increasingly precise restoration information.



Go to [delmarva.com](http://delmarva.com) and click on “View Outage Maps” for an up-to-the minute view of power outages.

### Making the switch for reliability.

The advanced switching technology we are currently putting in place as part of our reliability enhancement effort will help quickly reroute power in the event of an outage.



### Our Power Restoration Process

When power goes out, our restoration process begins as soon as conditions are safe for our professionals. Here is the order that we approach systems to help ensure quick and safe restoration of power.

- 1 Downed live wires or potentially life-threatening situations
- 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



## AFTER A STORM

After a storm passes, it is very important to look for any damage inside or outside your home. Even small storms can create unsafe conditions. Be sure to look for any damage to the service line where it connects to your home and to your meter box. Contact a licensed electrician if repair work is needed. If the meter itself is damaged, contact us at 1-800-375-7117.

## What To Do After An Outage

It's always a great relief when power service is restored. However, it's important that you take steps to keep safe. It's also an opportunity to think about what you could do differently to be better prepared in the future.

- ☐ Discard any spoiled food
- ☐ Replace batteries as needed
- ☐ Replenish any supplies from your storm kit
- ☐ If you used a generator, store it safely
- ☐ What would you do differently during the next outage? Use the space below to add items to your checklist.

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For Builders

For Suppliers

For Vendors

Careers

Contact Us

Search

A PHE Company

Your life. Plugged in.

About Us

Our Energy Future

Your Home

Your Business

Service Requests

Billing & Payments

Choices & Rates

Outages & Emergency Preparedness

Safety

> My Account Selection

> Home

> View & Pay Bill

> Go Green (Paperless)

> Energy Use & Bill Data

> PLC Values

> Merge My Account

> Budget Billing

> Log Off

Welcome to My Account

Your Personal Resource For Better Energy Management

Account Summary as of 05/14/2012

123 ANYWHERE DR

Account number: 000000000000

Last payment \$117.80

Received 04/19/2012 - Thank you!

Account Balance \$100.55

Bill Summary ending: 04/26/2012

Remaining Balance \$0.00

Total Current Charges \$100.55

Amount due \$100.55

View and Pay your Bill

Peak Energy Savings Credit - Earn Bill Credits

Delmarva Power is offering bill credits to customers who limit their energy use during specific periods of peak energy demand.

To earn a bill credit, you will need to reduce your energy use below your Peak Energy Savings baseline.

Your Peak Energy Savings baseline will be posted on a peak savings day and can vary because it is based on your individual use.

The more you reduce your use below this baseline, the greater your bill credit.

More Information

Set up Your Peak Energy Credit Savings Notification Preferences

Enable/Change your Peak Energy Savings Credit notification preferences.

Rate our new landing page

Take Control of Your Energy Use

View your household data

Hourly energy usage

Why your bill may have gone up or down

Your Bill to date

View Data

Peak Energy Savings Baseline

No Peak Savings Days are currently scheduled.

Peak Savings Day

No events are currently scheduled.

Learn more about Peak Energy Savings Credit.

## Sign up for My Account

It's your personal resource for better energy management. **Visit delmarva.com today.**

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