

LINES

"When pruning trees this fall or hanging holiday lights, carry all ladders and tall equipment parallel to the ground, making sure you are clear of any overhead lines." – Jim Base, safety and human performance manager

FALL 2017

Helping You Prepare for Winter Bills

As cold weather approaches, you might be concerned about how higher monthly heating costs will affect your budget. We can help with flexible payment options and energy assistance programs that make it easier to manage your winter bills.

Four ways to manage monthly costs

1. Budget Billing. Avoid seasonal peaks by dividing payments evenly over the entire year. Because you'll know your regular payment amount, it will be easier to stay within your energy budget – even in the hottest or coldest months.

2. Special Payment Arrangements. If you're having difficulty keeping your payment up-to-date, we offer individually tailored payment installment plans.

3. Extended Payment Date Plan. If your main source of total household income is from government or other low-income programs, you may qualify for a regular extension of your bill due date without a late charge.

4. Energy Assistance Programs. Delmarva Power customers have the option to apply for energy assistance right now so they are prepared for colder winter temperatures.

- The Low Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance.
- The Maryland Energy Assistance Program (MEAP) provides assistance for residential heating bills, with limited assistance to replace broken or inefficient furnaces.
- The Electric Universal Service Program (EUSP) assists eligible low-income customers with their electric bills, even if they are currently without service.
- The Utility Service Protection Program (USPP) protects low-



income families from utility cut-offs and allows MEAP eligible household to enter into monthly payment programs.

- To apply for any of these programs, contact the Office of Home Energy Programs in your area or call 1-800-352-1446 or visit dhr.maryland.gov/ohep.

We understand that winter energy costs can be a challenge. If you're having difficulty making a payment, call us at 1-800-375-7117 or visit delmarva.com for more information and energy-saving tips.



News from Felecia Greer, customer advocate

Sharing the Gift of Energy

Our Gift of Energy program is a thoughtful way to help your family members, friends or neighbors with their energy costs – and you don't have to wait until the holidays.

- Simply visit delmarva.com/gift or go to any Delmarva Power walk-in customer service center
- Provide the name and address of your gift recipient
- Make a payment on that person's account and get a free greeting card you can share with them

Whether it's heating season or cooling season, a Gift of Energy is always appreciated.

POWER OUT? CALL 1-800-898-8042

Tools on My Account Can Help You Save this Winter

Winter is right around the corner and now's the time to check out the online energy management tools on My Account.

Here's a look at what you'll find on My Account:

- Current and projected bill information on "Bill to Date"
- Detailed energy use information you can customize – by hour, day, week, month or year
- Useful tools show you what time of day you are using the most energy
- Tips to help you save money and energy



Start saving today with My Account at delmarva.com/energytools.

Your energy information on the go

With our Delmarva Power mobile app, you can also access your personal energy use information on My Account through your smartphone or tablet.

Download our free app today at delmarva.com/mobileapp or from your app store.

Visit The Source for Delmarva Power Stories

The Source is our new website, where we share how Delmarva Power is powering economies, connecting communities, and securing a safe and brighter future for our customers. Learn about how we work together with local organizations and community groups through dynamic videos, quick blog posts, and infographics. Visit thesource.delmarva.com today.

THE SOURCE

Tips for Saving and Staying Warm

Keep the Cold Out and the Warm In

Sealing air leaks found around outer walls, windows, doors, etc. and adding insulation can save you up to 10% on your annual heating bills.*

- Install weather stripping on doors and caulk around windows
- Check your attic insulation level

Heat Your Home Efficiently

A little basic maintenance on your heating system can result in big savings and better performance.

- Check your furnace's air filter once a month and, at a minimum, clean or replace it every three months



- Seal and insulate air ducts, especially those in your attic or crawlspace, to improve your HVAC system's efficiency by as much as 10%*

- Consider a yearly professional tuneup of your HVAC system

Program for Savings

Adding a programmable home thermostat makes it easy to dial down your energy use when you're away from home or sleeping.

- Set it up to match your schedule and save about \$180 a year*
- Maximize savings without sacrificing comfort by setting your thermostat at 68°F during the day and 60°F at night, if health permits

For more tips, visit energystar.gov/heating.

*Source: energystar.gov, 2017

Customer Service, Mon-Fri, 7 a.m.–7 p.m.: 800-375-7117
TTY Telephone Number for Hearing Impaired: 800-822-1200

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