

LINES

FALL/WINTER 2021 | DE



NEED HELP WITH YOUR ENERGY BILL THIS WINTER?

If you're having difficulty making a payment on your energy bill, we can help. We offer flexible payment plans and there are millions of dollars in energy assistance available for customers:

1. Special Payment Arrangements.

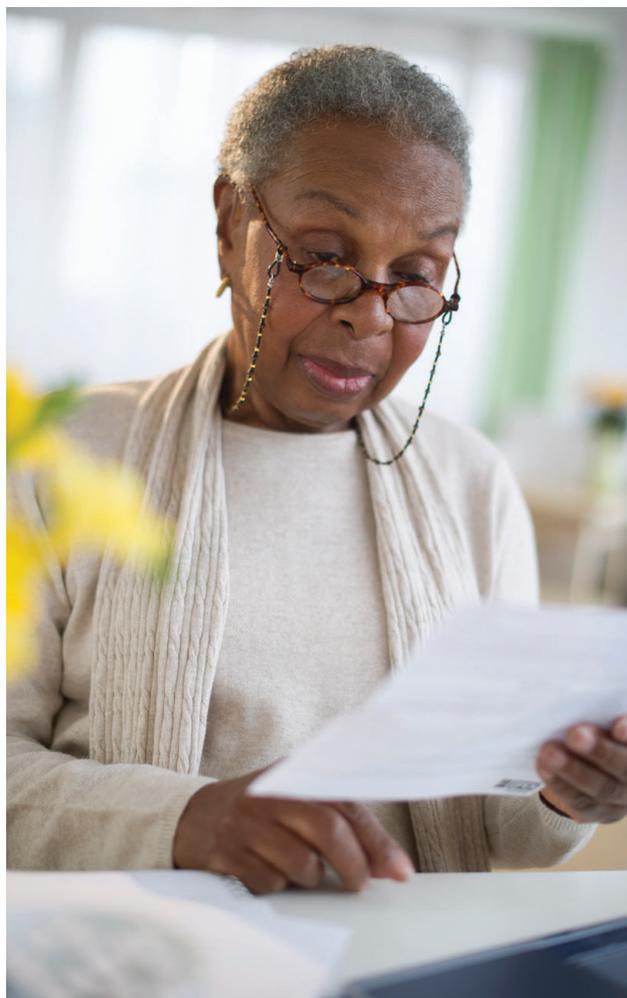
If you're having difficulty keeping your payment up-to-date, visit delmarva.com to learn more about our individually tailored payment installment plans and submit a request.

2. Budget Billing. Avoid seasonal peaks by dividing payments evenly over the entire year. By knowing your bill amount each month, it will be easier to stay within your energy budget.

3. Energy Assistance Programs. Don't wait for winter heating bills to arrive. Apply for energy assistance today. Available programs include:

- The Low Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance to those who qualify. For more information or to apply for LIHEAP assistance, visit assist.dhss.delaware.gov or call 302-654-9295 in New Castle County, 302-674-1782 in Kent County or 302-856-6310 in Sussex County.
- DE 211 (dial 2-1-1) offers information and referrals to local agencies and services that can assist with utilities and other necessities, or visit them at delaware211.org.
- The Good Neighbor Energy Fund offers assistance to customers in need. To see if you are eligible, call The Salvation Army at 302-472-0750.

We understand that winter energy costs can be a challenge, especially when coupled with the impacts of the pandemic. Even if you've never applied for assistance before, or don't think you qualify, contact us today. Visit delmarva.com/EnergyAssistance for more information.



FIVE THINGS YOU'LL NEED TO APPLY

1. Government issued photo ID
2. Copies of social security cards for all household members
3. Proof of income
4. Copy of your most recent energy bill
5. Proof of residence (current lease or mortgage statement)



SAVE ENERGY AND MONEY THROUGH MY ACCOUNT

My Account is more than just a place to go to pay your bill. You can explore ways to help manage your energy costs and sign up for helpful billing options. Here are some cool things you can do when you sign into My Account at delmarva.com/MyAccount:



Track your energy use with easy-to-read charts so you can make changes around your home and see the savings on your bill



Compare usage trends by viewing when you use the most energy by day or by week



Sign up for text and email alerts to know when your usage is trending higher than normal or to receive payment reminders



Enroll in payment arrangements if you receive a higher than normal bill due to colder weather



Sign up for Budget Billing or paperless eBill



Check your outage status if your power is out

A MESSAGE FROM SAFETY

“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.”

— **Christine Alexander**, director,
Utility Safety and Training



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.

FOLLOW THREE SIMPLE STEPS TO GIVE THE GIFT OF ENERGY

1. Simply visit delmarva.com/Gift or call 800-375-7117
2. Provide the name and address of your gift recipient
3. 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, the Gift of Energy is always appreciated.



delmarva.com



twitter.com/DelmarvaConnect



facebook.com/DelmarvaPower

Customer Service, Mon-Fri, 7 a.m.–7 p.m.: 800-375-7117

TTY Telephone Number for Hearing Impaired: 800-232-5460 (English), 877-335-7595 (Spanish)

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