

LINES

SPRING/SUMMER 2022 | DE



PREPARING FOR SUMMER STORMS

In 2021, Delmarva Power customers across Delaware continued experiencing lower frequencies of electric outages, on average, than just 10 years ago. As a result of our ongoing efforts to modernize the local energy grid, the frequency of electric outages in Delaware was almost 41 percent lower than in 2011. Severe weather is unpredictable. Just as Delmarva Power prepares for storms, you can prepare too. Here's how:

- 1. Assemble an Emergency Kit.** Having the essentials – nonperishable food, water, and medications – to last 72 hours or more is critical. Visit delmarva.com/Storm for a checklist of items you should consider placing in your emergency kit.
- 2. Sign Up for Alerts.** Visit delmarva.com/MyAccount and confirm we have your current phone number under “My Alerts and Notifications.” This is helpful in the event we need to reach you. While there, be sure to sign up for email and text message alerts. You can also text “**ADD OUTAGE**” to **67972** to enroll in outage alerts. Once enrolled, you can report outages and get updates.
- 3. Download our Mobile App.** Should the power go out, you can still report outages, receive news and alerts, access interactive outage maps, and more in



the palm of your hand. Accessible from an iOS or Android™ device, our free app can be found in your app store or at delmarva.com/MobileApp.

- 4. Make a Plan for Extended Outages.** Check to see if your community has a designated location with back-up power where your household could stay for several days. Consider identifying areas where you might need assistance, like care of a child, business, or pet.
- 5. Learn to Stay Safe.** For more information on staying safe before, during, and after storms, visit delmarva.com/Storm.

HELP FOR HOME LIFE-SUPPORT USERS



We make special efforts to communicate with customers who rely on electricity to power life-support equipment in their homes. Our Emergency Medical Equipment Notification Program (EMENP) provides notice of scheduled outages and severe weather alerts to enrollees, which can help prepare for emergencies.

If you or anyone in your household could be critically affected by scheduled or storm-related outages, visit delmarva.com/EMENP, or call 800-375-7117, for more information.

WHEN A STORM STRIKES

Staying safe during a storm should be your top priority.



Always stay away from downed wires and tree limbs that may come into contact with power lines.



Never use a generator indoors or in an attached garage. Be sure to read and adhere to the manufacturer's instructions for safe operation.



Stay clear of working crews.

SAVE ENERGY AND MONEY THROUGH MY ACCOUNT

My Account is more than 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



Sign up for Budget Billing or paperless eBill



Get energy saving tips to help you save throughout the year



Enroll in payment arrangements if you receive a higher than normal bill due to hot summer temperatures

A MESSAGE FROM SAFETY

“Call 8-1-1 before you dig to have underground utility lines marked for free. Once marked, you can dig with less risk of injury, disruption of service or a fine.”

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

SUMMER SAVING TIPS



As summer temperatures rise, here are some tips to help you save money and energy throughout your home. Simple adjustments can add up and make a difference each month.

- 1. Create a Comfortable Climate.** If health permits, you can save money and energy by setting your thermostat at 78 degrees, a reasonably comfortable and energy-efficient indoor temperature. Close window shades, blinds, or drapes to keep rooms cooler on hot sunny days.
- 2. Upgrade Your Thermostat.** A web-programmable thermostat can save you even more money – as much as 10 percent off your annual electric bills. It gives you the power to control your home’s temperature remotely, so it’s just right when you walk in the door.
- 3. Filter Savings into Your Pocket.** Check the air filter of your air conditioner regularly – a clean air filter improves system efficiency, which should lead to energy savings.
- 4. Insulate Your Home.** Insulating your home can significantly reduce your cooling and heating costs, while increasing the comfort of your home in both hot and cold weather.
- 5. Flip the Switch on Lighting.** Replacing traditional bulbs with efficient ENERGY STAR certified LED bulbs can reduce energy use 70–90 percent and they last significantly longer.

GET READY FOR PEAK SAVINGS DAYS

Peak Savings Days are a few days each summer when energy demand is high. You can earn bill credits by using less energy during peak hours, usually a few hours between noon and 8 p.m. We’ll notify you the night before and then all you have to do is reduce your energy use. Sign up for an alert in My Account that tells you how much you saved and how your savings compare to others. To learn more, visit delmarva.com/PeakDE.



delmarva.com



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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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