

LINES



"Stay safe, never go near or touch a downed power line." – Jim Base, safety and human performance manager

SPRING 2016

Pepco Holdings and Exelon Complete Merger

Millions of dollars in merger benefits to be delivered to customers and communities.

On March 23, Pepco Holdings, parent company of Delmarva Power, completed its merger with Exelon Corporation, making us a member of the Exelon family of companies. Now that the merger is approved, you can look forward to several benefits that support both our customers and the communities we serve.

Customer benefits as part of the merger include:

- An immediate bill credit of \$49.95 for residential gas customers and \$122.64 for residential electric customers in Delaware. Residential customers who receive both gas and electric service will receive both credits.
- \$2 million in funding by Exelon for energy efficiency programs for low income customers
- A new minimum standard of reliability for customers that reduces the average duration of outages to 175 minutes or shorter, down from the current standard of 295 minutes, by 2020

In addition to direct customer benefits, we have made commitments to our communities, including:

- \$2 million in funding for a workforce development program with Delaware State University, the Delaware Technical Community College and other community based organizations such as the United Way and Boys and Girls Club

Delmarva Power will retain its local headquarters in Newark, DE and Gary Stockbridge will remain with the company as the Delmarva Power regional president.



Gary Stockbridge



Dave Velazquez

Additionally, Dave Velazquez has become president and chief executive officer of the Pepco Holdings utilities.

- Commitment to make a good faith effort to hire more than 80 union workers in Delaware in the first two years after merger close
- Honor and maintain our strong commitment to workforce and supplier diversity programs
- A guaranteed \$6.9 million in contributions over 10 years to nonprofits that serve Delaware's most vulnerable residents

We look forward to continuing to deliver safe, reliable electric and gas service to you. For more information about our merger, visit PHITomorrow.com.

Manage Your Bill with Tools on My Account

You can use online energy management tools on My Account to help take control of your energy use to save money and energy on your monthly bill.

My Account can help you:

- **Learn how you're using energy** with easy-to-read charts so you can make small changes around your home and see the savings on your bill
- **Lower your energy use and costs** by viewing when you use the most energy by day or week

- **Manage your budget** when you look at your projected monthly energy costs at any time during the bill cycle
- **Identify benefits** of making energy-efficient improvements with an online energy calculator

These tools will help you see when you are using the most energy, and let you know exactly when to reduce. Sign up for My Account today at delmarva.com.

POWER OUT? CALL 1-800-898-8042

For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317

We Can Help You Be Weather-Ready For Storms

The summer storm season is here. Here are some things you can do now to help you stay safe and connected to information when severe weather strikes.

Update Your Contact Information: Call 1-800-375-7117 to ensure that your current phone number is displayed on your account. That way we can accurately identify you if you call to report an outage.

Assemble an Emergency Storm Kit: Take a few minutes to gather important items to keep handy in the event of a storm. Your kit should contain bottled water, non-perishable foods, blankets, flashlights and extra batteries, a first-aid kit and prescription medications, special medical supplies, hand tools and other essential items.

Make a Plan in Case of Extended Power Outages: Know where you will go in the event of a power outage lasting multiple days. Most communities have a designated location with back-up power, or you can plan to stay with a relative, friend or neighbor. **Important:** If you have a generator, never run it indoors, inside a garage or carport, or near open windows – only operate it outdoors in a well-ventilated area, following all safety guidelines.



Stay Connected: Download the Delmarva Power Self-Service app at delmarva.com/mobileapp or through your app store to report outages, receive alerts on the restoration progress, access outage maps and call us through a direct dial link. You can also call 1-800-898-8042, or visit delmarva.com and click “Outage Center” to report an outage.

Severe weather is a fact of life in a changing world and restoring power safely takes time. Take steps to be weather-ready today.

News from Felecia Greer, customer advocate

Emergency Medical Equipment Notification Program

As part of our storm or scheduled outage planning, we make special efforts to communicate with customers who rely on electricity to power life-support equipment in their homes.

If you're a qualified participant in our Emergency Medical Equipment Notification Program, we'll send important information to help you prepare for emergencies and notify you of scheduled outages or severe storms that could lead to extended outages.

Since customers with life-support equipment are located throughout our service area, it isn't possible to give priority to these customers following storm outages. In addition, the program doesn't exempt customers from disconnection of service for non-payment.

For more information on the program, or to enroll, please visit delmarva.com/EMENP or call us at 1-800-375-7117.

Activate Outage Alerts

Stay prepared in the event of storms and unexpected outages by downloading our Delmarva Power mobile app and activating outage notifications on your mobile device.

Report your outage through the app and we'll keep you updated by sending outage alerts to your device including estimated restoration times and updates when your power is restored.

To receive outage alerts on your android or iOS device, you'll need to:

- Allow notifications
- Activate outage alerts

For detailed information on how to activate alerts, visit delmarva.com/alerts.