

Community *focus*

Assistance Increases for Winter Energy Bills

Thanks to recent federal legislation, the average assistance amount for low-income households will increase from about \$355 to \$550 per family. An additional 2 million U.S. households will be eligible for energy assistance through the Low Income Home Energy Assistance Program (LIHEAP) this heating season using LIHEAP's 5.1-billion-dollar allowance for fiscal year 2009.

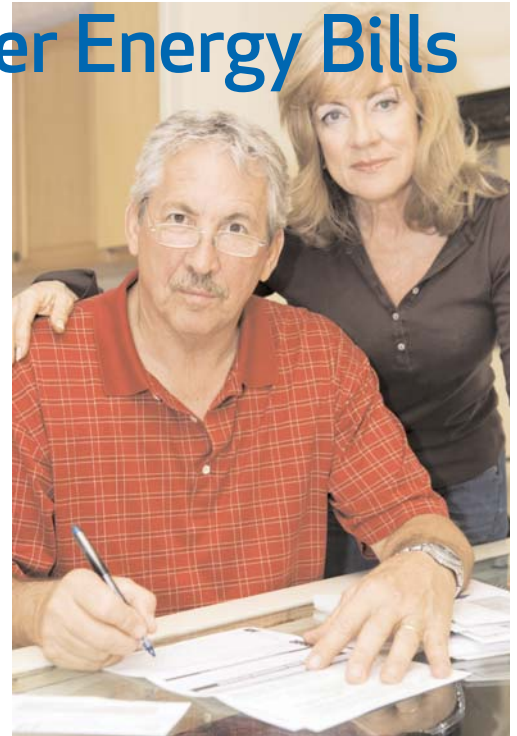
In Delaware

Eligible Delaware households will have access to more than \$18 million of assistance. Delmarva Power urges customers to call **1-800-464-4357**, visit www.liheap.org or call the LIHEAP office in their county:

New Castle: 302-654-9295 **Kent:** 302-674-1782 **Sussex:** 302-856-6310

In Maryland

Maryland families who qualify will have access to more than \$109 million of assistance. Delmarva Power urges customers to contact the Maryland Energy Assistance Program (MEAP) by visiting www.dhr.state.md.us/meap or calling **1-800-352-1446** for details.



Utility Summit Assists Low-Income Customers

As wholesale energy prices continue to rise and the national economy suffers, the ordinary struggles of many less fortunate households become more burdensome. To assist those working directly with low-income families, Pepco Holdings, Inc. (PHI), parent company of Delmarva Power, held a daylong summit for social service agency representatives.

The 5th Annual Low-Income Summit took place in October at the Dover, Delaware Sheraton, where more than 200 participants from about 30 agencies across the mid-Atlantic region took part. The event provided agencies with tools and resources to help their clients with energy and utility-related needs.

Among the day's highlights were a joint session of the Delaware and Maryland Public Service Commissions to discuss evolving energy issues. Several interactive workshops focused on the Low Income Home Energy Assistance Program, energy efficiency, renewable energy and working with diverse and elderly populations.

Event speakers included U.S. Rep. Michael Castle, Dover Mayor Carleton Carey and PHI Vice President of Customer Care Charles Dickerson.

The Gift of Energy

Higher energy prices and a troubling economy are affecting many low-income customers this winter. That's why Delmarva Power encourages customers to give the Gift of Energy to someone less fortunate this holiday season.

Any person can help pay the energy bill of a Delmarva Power customer by making a quick visit to one of our Walk-In Centers. All the giver needs is the customer's name and address. Gifts are payable by check, cash or money order and come with a free greeting card to send to that special person.

To learn more, visit delmarva.com or call Customer Care at 1-800-375-7117.

Keeping Safe, Improving Service



Vince Jacono, Coordinator, Delmarva Power Emergency Services Partnership Program, Wilmington Mayor James Baker and Wilmington Fire Chief Willie Patrick take part in a fire safety presentation at the Graham Senior Center in Wilmington.

Keeping Delaware and Maryland Safer From Fire

In keeping with Delmarva Power's commitment to fire safety education, our Emergency Services Partnership Program donated 200 carbon monoxide alarms to the Wilmington Fire Department and 126 special needs smoke alarms to the Delaware and Maryland State Fire Marshals offices in October.

Over the past eight years, Delmarva Power donated about 11,500 regular smoke alarms, 468 special needs smoke alarms and 800 carbon monoxide alarms to Delaware and Maryland.

Gas Delivery Project Underway to Meet Expected Growth

Delmarva Power provides natural gas -- a safe, clean and efficient fuel source -- to about 122,000 customers in northern Delaware. We're currently working to increase gas supply reliability to meet the region's projected population growth rates over the next 5 to 10 years.

In October, we began work on the Sentinel Expansion Project, which entails replacing one of two major metering and regulating stations located in Linwood, Pennsylvania, and rebuilding another in Hockessin, Delaware. Barring any unexpected delays, the project, estimated at around \$4.3 million, will be completed this heating season.



Supervising Engineer Dwayne Olivieri inspects a control box for new instrumentation at the Hockessin, Del. site.



Safety Awareness, Carbon Monoxide – The Silent Killer

Carbon monoxide (CO), often called the Silent Killer, is colorless, odorless and tasteless gas created when fuels (such as gasoline, wood, coal, natural gas, propane, oil, and methane) burn incompletely.

Heating and cooking equipment that burn fuel are potential sources of carbon monoxide as are vehicles or generators running in an attached garage. Extremely high levels of CO poisoning can be fatal, causing death within minutes.

Keep your family safe from the Silent Killer by:

- installing at least one CO alarm near sleeping areas,
- never using an oven or range for home heating,
- never grilling inside your home or any enclosed structure, and
- only using portable electric generators outside - never in any confined space.

For more information on CO safety, visit nfpa.org.

Community Outreach

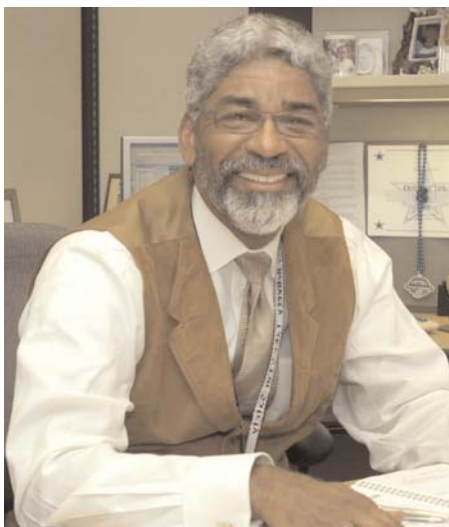


Delmarva Power employee Denise Horner and her Daisy Girl Scout Troop collected two large bags of trash from the banks of the Nanticoke River in Maryland.

Employees Support Coastal Cleanup

A team of environmentally conscious employees this fall joined more than 2,600 volunteers across Delaware, Maryland and New Jersey as part of the 22nd Annual Coastal Cleanup.

Delmarva Power was a major corporate sponsor of the event. Debris collected included cigarettes, beverage containers, food wrappers and fishing gear.



The YMCA of Delaware recently named Supply Chain Manager Dennis Clark as a 2009 Black Achiever. The program recognizes the accomplishments, community work and talents of African-American business professionals.

Our Commitment to Bettering the Lives of Others

Delmarva Power's commitment to making a difference in the lives of our neighbors is evident through proud employees who donate their personal time and resources, not just during the holidays – but all year round.

In 2008, employees volunteered more than 1,500 hours for Junior Achievement, Habitat for Humanity, the American Heart Association, Coastal Cleanup and other efforts.

In addition to employee time and resources, we've donated about \$875,000 to organizations in Delaware and Maryland. Contributions include sponsorships of the Eastern Shore High School Mathematics Competition, El Centro Cultural, La Esperanza, YMCA Black Achievers, American Cancer Society and Women Supporting Women programs. Donated funds do not come from customer rates.

Our community outreach during the holiday season includes sending gifts and meals to the Basket Brigade of Delaware, Maryland Food Bank, Emily Bissell Hospital for the Chronically Ill, Wilmington Veterans Administration Nursing Home, Salvation Army and Joseph House

Through continued dedication and generosity, Delmarva Power hopes to have a positive impact on the communities we serve.

IBEW Union Local 1238 Raises Funds for United Way

IBEW Union Local 1238 held the Inaugural Barry J. Tucker Memorial Beef-n-Bier fundraiser on November 1 to benefit the United Way Community Impact Fund. The event raised \$1,500.



Employee Heart Walkers Donate Funds

In November, the Delmarva Power Heart Walk Committee presented a check for more than \$30,000 to the American Heart Association from proceeds raised during the September Wilmington Heart Walk.

Jim Smith Inducted as Chamber President

The Bethany-Fenwick Area Chamber of Commerce this fall inducted Delmarva Power Senior Public Affairs Manager Jim Smith as president. The resort-based chamber represents more than 850 businesses that drive the southeastern Sussex County economy.

An executive board member with the chamber for the past four years, Smith also serves as the board president of Southern Delaware Tourism and on the Delmarva Poultry Industry board of directors.



Recognized as Top 60 Diversity Elite

For the second year in a row, Delmarva Power's parent company, Pepco Holdings, Inc. (PHI) received an award from Hispanic Business Magazine. The publication named PHI as one of the "Diversity Elite Top 60."

The annual list, published in the September 2008 edition, measures commitment to Hispanic hiring, promotion, marketing, philanthropy, and supplier diversity.

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