

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN DELAWARE

DELMARVA.COM

JULY 2008



A PHIL Company

DID YOU KNOW?

Q: It seems as if there are more power outages in the summer, even when there are no storms. Can hot weather cause outages?

A. Yes. Summer temperatures cause many customers to increase their air conditioning use. Sometimes, this increase in electricity demand can cause outages. Here's why.

■ Increased electricity demand causes power lines to heat and expand. This expansion may result in sagging lines touching tree limbs and branches – which can result in short circuits.

■ High electric current can cause cables, switches and other equipment to stretch and can increase the size of minor flaws in insulation and connections.

■ Lightning strikes and circuit failures can weaken equipment, rendering it unable to cope with extreme electricity demands.

Delmarva Power can't always prevent heat-related outages and we understand the inconvenience they cause. The good news is that we use a carefully planned approach to restore your electric service as quickly and safely as possible.

Score Big, Sign Up for "My Account" and Win Phillies Tickets

Delmarva Power is giving customers who register for "My Account," the chance to win a Major League Baseball Fun Night.

Between July 1 and August 15, customers can enter to win four tickets to see the Philadelphia Phillies, plus a gift card to use for food at the game – just by getting smart about home energy use. Our interactive Web tool, "My Account," helps customers learn how to score big savings on their utility bills.

Here's how to enter. Go to delmarva.com and register to use "My Account." You'll need your Delmarva Power bill listing your account number, exact name and current amount due.

That's it, you're automatically entered to win a Phillies Fun Night package – compliments of Delmarva Power.* The utility will notify contest winners by September 1, 2008.

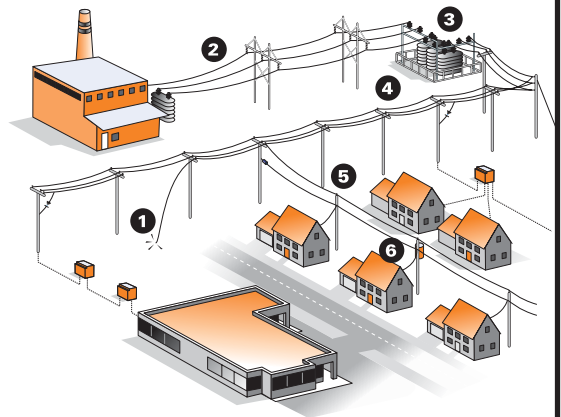
After you've registered, visit "My Account" and conduct a free home energy audit that will give you great tips on saving energy and saving money.

**Employees of Delmarva Power or its parent company, Pepco Holdings, Inc., may not participate in the contest. See full contest rules on delmarva.com.*

The Power Restoration Process

In the event our system is damaged by severe weather, we repair equipment which will restore the largest numbers of customers first. Generally, the sequence is as follows:

- 1 downed live wires or potentially life-threatening situations and public health and safety facilities without power,
- 2 transmission lines serving thousands of customers,
- 3 substation equipment,
- 4 main distribution lines serving large numbers of customers,
- 5 secondary lines serving neighborhoods, and then
- 6 service lines to individual homes and businesses.



We're connected to you
by more than power lines.®

POWER OUT?

In New Castle County, DE; Cecil and Harford Counties, MD: 1-800-898-8042
In Kent & Sussex Counties, DE; and the Eastern Shore of MD: 1-800-898-8045
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317



What To Do In A Vehicle-Utility Pole Crash

Delmarva Power cares about your safety – even while driving. If you are involved in a vehicle-utility pole crash, or come upon the scene of one, please heed the following safety rules.

- If your vehicle leaves the road and hits a utility pole, stay inside and call 911 from your cell phone, or yell for help.
- Never leave the vehicle until a utility line crew arrives to de-energize the line and tells you it's safe. Tell your passengers this, too.
- In the rare case of a vehicle fire, jump out as far as possible and land with both feet on the ground. Afterwards, shuffle or hop away with both feet touching the ground simultaneously.
- Never touch any downed utility pole or wire. Always assume electricity is running through them.
- Stay clear from all areas near any downed poles or wires – including the ground, a car, tree or rooftop.
- If you witness a pole accident – or to report a tree limb on a wire, power outage or other electric emergency – call Delmarva Power at 800-898-8042 or 800-898-8045.

To learn more about safety, visit delmarva.com and click on "Safety."

Street Lights Go Energy Efficient

Over the next five years, Delmarva Power will replace mercury vapor street lights with more energy-efficient, high pressure sodium (HPS) fixtures.

Federal legislation has prohibited the manufacture or import of mercury vapor lamp ballasts since January 2008.

Crews are expected to complete street light replacements by 2012.

There are several benefits to converting to HPS fixtures:

- high pressure sodium street lights use less energy, but produce more light (lumens) than mercury vapor devices,
- the light illumination of the high pressure sodium is a softer, more yellowish light while the mercury vapor is white in color, and
- the illumination from the high pressure sodium lights may be less intrusive to residents who live near them and may reduce the glare for motorists.

This project supports our commitment to saving energy and protecting the environment.



Delaware (Area code 302)

Aug 2,9,16,23,30: **Hagley Museum Dollar Days**; Hagley Museum Rt. 141, Wilmington; 302-658-2400, www.hagley.org.

Aug 3: **Contra Dance**; Arden Guild Hall, Arden; 302-478-7257, <http://home.sprynet.com/~rbrat/>

Aug 17: **Hagley's Creek Kids: The Natural World of the Brandywine**; Hagley Museum Rt. 141, Wilmington; 302-658-2400, www.hagley.org.

Know the Signs of a Natural Gas Emergency

Natural gas is a safe, clean and efficient fuel that Delmarva Power provides to more than 122,000 customers in New Castle County, Delaware. Because natural gas is colorless and odorless, we add a harmless strong-smelling ingredient called "mercaptan" so people can detect even the smallest amount of escaped gas.

If you smell gas or suspect a gas leak, **take action!** Leave the location right away. Never light a match, switch anything on or off or use the telephone. **Call our Gas Emergency line, 302-454-0317.**

Spots of dead vegetation on the ground and unusual noises, such as hissing or roaring, from the ground, a pipe, nearby pipeline marker, or utility meter are other less obvious signs of a natural gas problem. These signs could also indicate a leak.

And don't forget, if you plan to plant a tree, build a deck or tackle any home improvement project that requires digging, state law mandates you call 811. It's the underground utility locator service designed to keep everyone safe.

More information about natural gas safety, including free brochures, is available at the "Safety Center" on delmarva.com.

Aug 20: **Bike and Hike - Director's Bat Walk**; Hagley Museum Rt. 141, Wilmington; 302-658-2400, www.hagley.org.

FOR MORE THINGS TO DO IN THE REGION, click on "About Us" on our Web site at delmarva.com.

To include a future event either in Lines or online, fax to: 302-283-6095, or send an e-mail to Lines@delmarva.com.