

# Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS

WWW.DELMARVA.COM

JUNE 2007

**DIRECT DEBIT ENROLLMENT**  
By signing below, I authorize Delmarva Power to electronically debit my account for my monthly bill. The check I send with this signed authorization each month on the date and amount of the debit, which will withdraw this authorization I must call Delmarva Power. I understand my bank may have charges for this service.

1. Check this box.  2. Sign and date. 3. Return this form to Delmarva Power.

Sign here to enroll in the Direct Debit program.

## DID YOU KNOW?

**Q:** I want the easiest, cheapest way to pay my Delmarva Power bill. What do you suggest?

**A:** The least expensive, hassle-free way to pay your monthly bill is through our Direct Debit program. That way you're not paying for a stamp or the gas needed to drive to one of our walk-in offices. You'll also enjoy the convenience of not having to write a check. You can enroll in Direct Debit by checking the box on the front of your monthly bill, then filling out the form on the back and returning with your payment. Once you've done that we'll enroll you in Direct Debit and your next payment will be automatic. We'll still mail you a bill each month, but you won't have to mail us a

(cont. on back)

## Know How To Save Energy, Win Baseball Tickets!

*Delmarva Power is teaming up with America's favorite pastime sport to offer customers a "grand slam" in energy savings.*

Starting June 1, customers will have a chance to win four tickets to root for their local major league baseball team (tickets are for Philadelphia Phillies or Baltimore Orioles), plus a gift card toward parking and food at the game. Here are the contest rules:

- Between June 1 and July 15, log on to [www.delmarva.com](http://www.delmarva.com) and register to use "My Account," which is located on the right side of the homepage. You must know the following to use the "My Account" tool:
  - Your Delmarva Power account number, which is located on your monthly bill; and
  - The account name, exactly as it appears on the bill.
- Once you've registered your account, you can use the interactive web-based tool to analyze your latest bill, pay your bill online and learn how to save energy – and money – in your home.

- Your name will then be entered into a drawing to win four tickets to see either the Phillies or Orioles play ball.
- There will be three winners, each of which will get four tickets to the game. \*Winners will be notified in August. Good luck!

Delmarva Power launched the My Account/Energy Know How Solutions tool last summer on its Web site, [www.delmarva.com](http://www.delmarva.com). The web-based tool is free and easy to use. It enables customers to create their own energy profile and learn energy-savings tips specific to their home. They also can learn how their energy use compares to similar-sized homes in their neighborhood and why their most recent monthly bill might have gone down or up compared to the previous month's bill.

And now, through July 15, customers will get a chance to win four major league baseball tickets simply by logging on to [www.delmarva.com](http://www.delmarva.com) and registering to use "My Account." Go there today, and be sure to hit a "grand slam" with energy savings.

*\*Employees of Delmarva Power or its parent company, Pepco Holdings Inc., are not eligible to participate.*

## 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 & VA: 1-800-898-8045  
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317

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



**Know what's below.  
Call before you dig.**

Safe digging just got easier with 811. That's the new number to call before you dig on your property to be sure there aren't any underground utility lines where you plan to dig.

The new, national 811 number eliminates the confusion of multiple "Call Before You Dig" numbers because it is easy to use and doesn't change – no matter where you live.

When you call 811 before starting a digging project, such as building a deck, a sunken patio or planting a tree, your call will be routed to a local Miss Utility center. The local center will then send out a professional within a few days who will mark where the buried utility lines are at the digging location. Once the underground lines have been marked, you will know their approximate location and can dig safely.

It is wise to know what's below before digging, because it protects you and your family from injury. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

Remember, safe digging starts with 811 – the number to call before you dig.

### Coming next month – Preparing For Emergencies

With summer storm season upon us, it's a good time to remind our customers how to prepare for all emergencies – both storm- and non-storm-related. Next month, we'll devote the entire issue of *Lines* to planning and preparing for emergencies because the best time to prepare for an emergency is before it occurs.

### Why Does My Power Go Out?

When any one of us loses power at our home, it can be both irritating and stressful. Unfortunately, though, power outages do occur. Here are some of the more common reasons for why the lights might go out:

- Bad weather, such as tropical storms, heavy wind and rain storms, ice storms, etc;
- When digging, contractors and/or homeowners sometimes hit underground power lines. That is why it is important for people to call 811, which is the new toll-free number for Miss Utility, to find out where the underground utility lines are before they begin their digging project;
- Vehicle collisions with utility poles;
- Electrical equipment can malfunction; and
- Squirrels and other small rodents may get access to electrical equipment.

Delmarva Power tries to minimize power outages by trimming trees, upgrading equipment and installing animal guards around electrical equipment.

If your power goes out, let us know by calling our toll-free outage number located on the front of this newsletter. And you can always log on to [www.delmarva.com](http://www.delmarva.com) for more outage and emergency preparation information.



### Delaware (Area Code 302)

**Jul 1: Steamin' Days at Auburn Heights;** Auburn Heights Preserve, Yorklyn; 302-239-2385, 800-349-2134, [www.AuburnHeights.org](http://www.AuburnHeights.org)

**Jul 3,10,17,24,31: Hagley's Creek Kids;** Hagley Museum, Wilmington; (302) 658-2400, [www.hagley.org](http://www.hagley.org)

**Jul 10,11: Rehoboth Art League Annual Cottage Tour;** Rehoboth; 302-227-8408

### Maryland (Area code 410)

**Jul 4: Nature Tales for Tots:** "Farming"; Ward Museum, Salisbury; 410-742-4988

**Jul 7: MacTavish's Olde Towne Market Independence Day Weekend Celebration;** 907 W. Main St. Crisfield; 410-968-2968

**Jul 20-28: Cecil County Fair;** Rtes 213 & 273, Fair Hill

### Virginia (Area code 757)

**Jul 4: Annual Cape Charles Fourth of July Extravaganza;** Cape Charles; 757-331-2304

**Jul 25,26: 82nd Annual Pony Swim & Auction;** Chincoteague; 757-336-6161

**FOR MORE THINGS TO DO IN THE REGION,**  
Visit: [www.delmarva.com](http://www.delmarva.com)

Click on "Community & Environment" on our Web site: [www.delmarva.com](http://www.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](mailto:Lines@delmarva.com).

### Did You Know? (cont. from front)

payment, saving you the cost of a stamp which recently increased to 41 cents.

*If you have a question that you would like to see appear in this column, please send it to one of the following:*

*Attn: Did You Know? Column*

*Postal Address: P.O. Box 9239, Mail Stop: 79NC62, Newark, De 19714.*

*Fax: 302-283-6095*

*E-mail: [Lines@PepcoHoldings.com](mailto:Lines@PepcoHoldings.com)*



A PHL Company

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: (800) 375-7117  
TTY Telephone Number for Hearing Impaired: (800) 822-1200