

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS

WWW.DELMARVA.COM

JAN 2007

Editor's Note:

With the marking of a New Year, Delmarva Power also has a new name for its customer newsletter – now called "Lines." While the name has changed, the newsletter's mission has not – it is and will always be to provide our customers with the news and information they need from Delmarva Power.



DID YOU KNOW?

Q: Who can I call to get help paying my utility bills?

A. You may be eligible for financial assistance through one or several programs offered by the state in which you live. Assistance programs vary by state. Listed below are state-specific Web sites with information on programs for assisting utility customers with their bills.

State-Specific Energy Assistance Web Sites

In Delaware:

<http://www.state.de.us/dhss/dssc/liheap.html>

(Cont. on back)

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

Improving Reliability While Protecting Our Environment

At Delmarva Power, we are working to improve electric service reliability while protecting the environment. One major project involves the recent completion of a 90-mile, 230,000-volt transmission line from Red Lion to Millsboro, Del.

The line is designed to transport enough electricity to keep the lights on for about 300,000 customers. During the construction process, Delmarva Power took innovative steps to care for the environment.

Since the line crosses approximately 336 acres of environmentally sensitive wetlands, more than 300 utility poles were installed using non-traditional methods to avoid disturbing the soil.

For example, a hollow, steel caisson was flown to each wetland site and vibrated into the ground to minimize impact on wetland vegetation and indigenous habitat. A caisson is a watertight structure used in underwater construction.

A helicopter then slipped a pole inside the caisson. Construction crews on the ground then tightened bolts to temporarily secure the pole in the caisson before it was grouted into place.

"This is a perfect example of Delmarva Power's efforts to invest



A helicopter is used to install new poles in sensitive wetland areas in an effort to protect the environment while increasing electrical reliability.

in electric service reliability while at the same time protecting the environment," said John Allen, Bay Region Vice President, Delmarva Power.

Delmarva Power has spent approximately \$230 million in transmission and distribution improvements - including new power lines, substations and substation transformers - on the Delmarva Peninsula in the last five years, and we expect to spend a similar amount on additional reliability upgrades between now and 2010.

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

Winter Safety Tips

Delmarva Power reminds you to focus on safety if you use a portable generator, a space heater or candles. The following tips will help keep you safe:

- If you use a portable generator, follow the manufacturer's instructions completely and NEVER use a generator indoors, even in a garage or shed. Gasoline-powered generators produce carbon monoxide, which can be deadly.
- Never store gasoline in your home or near fuel-burning appliances.
- Follow manufacturer's instructions when using a space heater.
- Operate space heaters on a non-flammable surface and keep them at least four feet away from furniture and drapes.
- Do not go to sleep with a space heater turned on and be sure to keep children and pets away from heaters.
- Delmarva Power does not recommend using candles. Use a flashlight instead if there is a power outage. If you do burn candles, never leave them unattended and make sure children and pets do not knock them over.

For more indoor safety tips, visit www.delmarva.com, and click on "Learn about Safety."

Energy Know How Solutions – Your Key to Savings

Delmarva Power is committed to seeing that you get the most for your electricity dollar. That's why we offer an online tool to help you do just that.

It's called Energy Know How Solutions, a fast and convenient way for residential and small commercial customers to get detailed information about their energy use and energy costs.

Solutions is a powerful, interactive application that helps you conduct an energy audit of your home, analyze your monthly bill to find out why it went up or down, and learn how much it costs to run appliances.

What's more, all information is customized to your specific energy use, not just an overall average, so you know exactly where your electricity dollar is going and why.

Log on to www.delmarva.com today. Make sure you have your account number and the name as it is written on your bill when accessing Energy Know How Solutions online.

Did You Know? (cont. from front)

<http://www.state.de.us/dhss/dssc/weatheriz.html>

In Maryland:

<http://www.dhr.state.md.us/meap/index.htm>

In Virginia:

<http://www.dss.state.va.us/benefit/energyasst.html>

Good Neighbor Energy Fund

In addition to the state-specific programs, Delmarva Power partners with the Salvation Army for the Good Neighbor Energy Fund. This fund helps low-income customers pay their energy bills.

To learn more, contact us at: 1-800-375-7117.

If you have a question that you would like answered in this column, please send it to:

Postal Address:

Did You Know Column,
P.O. Box 9239, Mail Stop: 79NC62,
Newark, DE 19714.

Fax:

302-283-6095,
Attn: Did You Know Column

E-mail:

Energy.News@PepcoHoldings.com
Attn: Did You Know Column



Delaware (Area code 302)

Feb 1: Wee Have Fun Club: Shadows!; Bellevue State Park, Bellevue; 302- 793-3046

Feb 11: Victorine's Valentine Day; Hagley Museum, Wilmington; 302-658-2400, www.hagley.lib.de.us

Feb 25: Hall's Bayou Jazz Band; Dupont Country Club, Wilmington; 302-762-3335, don_neal19803@yahoo.com, www.tristatejazz.org

Maryland (Area code 410)

Feb 3-28: "Who I See..." Multi-Media Open Exhibition; Elkton Arts Center, Elkton; 410-392-5740, cecilart@iximd.com

Feb 10-11: Singerly's Antiques Show; Singerly Fire Hall, Elkton; (410) 398-7300

Virginia (Area code 757)

Jan 20: Schola Cantorum & Feb 2-4: Piece of Eden; Arts Enter, Cape Charles artsenter1@verizon.net, 757-331-ARTS, www.artsenter-capecharles.org

Feb 16: Hesperus Concert; Nandua High School, Onley; 757-678-5469, aces@esva.net

FOR MORE EVENTS VISIT OUR WEB SITE!

Click on "In Your Community" Delmarva Power Region, visit: www.delmarva.com; in the Atlantic City Electric Region, visit www.atlanticcityelectric.com.

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