

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN DELAWARE

WWW.DELMARVA.COM

MAY 2007



DID YOU KNOW?

Q: I read with interest your article on the "smart" meter technology. Is this meter available now?

A: No, the new, state-of-art meters are not available today. But Delmarva Power is investing in them and you will be getting yours in the near future. It's all part of our comprehensive plan for protecting the environment, enhancing reliability and reducing energy costs. The "smart" meters are a key part of that plan. They would allow us to remotely receive information from your meter, such as whether or not you have power and exactly how much energy you use. Coupled with other

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

Meeting Delaware's Energy Needs

Given today's environmental challenges, our customers understandably have questions about what we're doing to protect the environment while keeping rates stable and continuing to deliver reliable service. Here are answers to some of the more commonly asked questions:

How can we avoid building more power plants while also meeting the area's growing energy needs?

We can avoid building more power plants by:

- Investing in technology that allows us reduce the amount of energy we use;
- Building cross-regional transmission lines that have access to existing power plants;
- Offering customers rebates and bill credits when they buy high efficiency home appliances; and
- Maintaining our commitment to making certain some of the power we buy on the wholesale market is coming from renewable sources (i.e. solar, wind).

Are you committed to using more renewable sources of power (i.e. wind, solar) for the benefit of the environment?

Absolutely. Remember, though, Delmarva Power no longer generates electricity; we deliver it. However, when we purchase power for our Delaware customers from other electricity suppliers, a certain amount of what we buy must come from a renewable source. And, as time goes on, we will continue to increase the amount of "green" energy we buy.

What are you doing to keep my electricity rates from going up year after year?

We're investing in technology and energy-efficient programs that will help our customers reduce the amount of energy they use, which is an important step in lowering electricity bills.

Also, electricity rates went down slightly this year for our residential customers thanks to some stabilization of fuel prices after last year's price spikes. We believe that the way we buy electricity in the wholesale market will continue to result in the lowest possible price to customers.

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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

Practice Electrical Safety Every Day

May is National Electrical Safety Month, but Delmarva Power wants to remind you that electrical safety is something that we should practice every day of the year.

Electric shocks kill nearly 400 people around the nation each year and injure thousands more, according to the Electrical Safety Foundation International.

With warmer weather, many of us will be enjoying more time outdoors. Here are some tips for staying safe around electricity:

- Never touch a power line and do not let any objects you may be carrying, such as a ladder or garden tool, come in contact with power lines. To do so can result in serious injury or death.
- Do not fly kites or model airplanes near power lines.
- Do not swim during a thunderstorm.
- If you are working near a power line, make sure there is a clearance of at least 25 feet between you, your equipment and the line.
- Make sure when boating that there is at least ten feet of clearance between the highest part of your boat and overhead power lines.
- Teach your children about electrical safety. Make sure they know to stay away from power lines, electrical substations and other electrical equipment.

- Keep electric appliances, such as radios, at least 10 feet away from swimming pools.
- If you see a downed power line, stay away from it and warn others. Also, be sure to call the emergency outage number listed on this newsletter to report the downed line to Delmarva Power.

For more information on electrical safety, log on to www.delmarva.com and click the "Safety & Conservation" link.

Meeting Delaware's Energy Needs (cont. from front)

That is because we buy electricity to meet only one-third of our customer needs at any one time. Thus, if price spikes occur, they will have a lesser impact because they are spread out over a larger customer base.

What investments are you making to improve the reliability of your electric service?

Every day our employees are working hard to keep your service reliable. Much of that important work involves:

- Upgrading existing electrical equipment;
- Trimming tree limbs and shrubbery to prevent them from coming in contact with wires;
- Installing rodent guards to keep squirrels and other animals from gaining access to electrical equipment; and
- Building new electrical lines to meet the growing demand for power, particularly along the peninsula.

We know customers rely on us to deliver safe, reliable electricity service. That's why we'll continue to enhance the electrical delivery system.

Delaware (Area code 302)

Jun 1: *Milton Historical Society Speaker Series: Michael Morgan, Ships of the Broadkill*; Lydia Black Cannon Museum, Milton; 302-684-1010, info@historicismilton.org

Jun 2: *Bethany Beach Seaside Craft Show*; Boardwalk, Bethany; www.townofbethanybeach.com/events

Jun 3: *Contra Dances*; Arden Guild Hall, Wilmington; 302-478-7257, damore3@comcast.net

Jun 3: *Berry Festival*; Quaker Hill, Wilmington; www.harmonyonthehill.com, www.wilmingtondefriendsmeeting.org

Jun 9: *Delaware's Separation Day*; Battery Park, New Castle; 302-322-9802, mikki@newcastlecity.org

Jun 9: *Rehoboth Heritage Music Fest*; Rehoboth Beach Convention Center; 800-29-MUSIC

Jun 10: *Delaware Anime Society's 2nd Annual Cosplay in the Park*; Talley Day Park, Wilmington; www.DelawareAnimeSociety.com

Jun 14: *An Evening at the Hook*; Prime Hook National Wildlife Refuge, Milton; 302-684-8419.

Jun 24-30: *Delaware River Sojourn Celebrates Native American Culture*; Delaware Estuary, Delaware River; www.DelawareRiverSojourn.org

Jun 30: *Delaware Seaside Train Show*; Rt. 1 & Rt. 26, Bethany Beach Fire House; 302-537-5557

FOR MORE THINGS TO DO IN THE REGION, Visit: www.delmarva.com

Click on "Community & Environment" on our Web site: 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.

Did You Know

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technologies, the new meters would also allow you to control your energy use and reduce it when both the demand and price of energy is up. The end result: you save energy and money.

Have a question? Please send it to the attention of the Did You Know? Column, to one of the following:

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

Fax: 302-283-6095

E-mail: Lines@delmarva.com