

# factsheet



## Weathering the Storm

*When storms threaten, Delmarva Power increases staffing, including field crews and call center representatives, in preparation for potential outages. We also work closely with local governments and emergency responders to monitor approaching storms or other potential events and if necessary, prepare to activate emergency procedures.*

### **How You Can Prepare**

Delmarva Power urges customers to prepare by assembling an emergency storm kit and making contingency plans in the event conditions result in a prolonged outage or in an extreme case, sheltering in place or even evacuation if directed. Here are some things you can do right now to prepare:



### **Plan Ahead**

- Assemble an emergency storm kit or “go kit”:
  - Flashlight
  - Battery-powered radio or TV
  - Battery-powered or wind-up clock
  - Extra batteries
  - Special medical or infant supplies
  - Insulated cooler
  - List of emergency phone numbers
  - Blankets and spare clothing

- Keep at least a 3-day supply of nonperishable foods and water and have a hand-operated can opener available.
- Check supplies of prescription medicines, infant supplies and necessary medical supplies.
- Make sure you have a corded phone, or a cell phone. Cordless phones will not work when the power is out.
- Remember to plan ahead for your pets as many shelters will not allow them.

### **Plan for Special Needs**

- If you or someone you know uses life-support equipment, make arrangements ahead of time to prepare for potentially long-lasting power outages:
  - Ask a friend or relative if you can stay with them or research whether a portable generator is appropriate for your situation.
  - Identify a location with emergency power capabilities and make plans to go there or to a hospital during a prolonged outage.

### **Update Your Phone Number**

- If you have recently moved or changed your phone number, please call us at 1-800-375-7117 and say “Phone Update” to update your phone number. Have your 12 digit account number available so that our automated outage management system can identify you easily and record your outage.

## Emergency Phone Numbers

To report a power outage or other emergency such as a downed wire or pole accident, please call Delmarva Power at one of the following numbers:

In New Castle County (DE),  
Cecil and Harford Counties (MD):  
**1-800-898-8042**

In New Castle County (DE) ONLY,  
for Natural Gas Emergencies:  
**302-454-0317**

Kent and Sussex Counties (DE),  
and the Eastern Shores of MD:  
**1-800-898-8045**

TTY: **1-800-822-8056**

## When a Storm Threatens

- Stay tuned to local news broadcasts
- Locate your emergency storm kit or "go kit" and check your supplies
- Unplug sensitive electronics
- Fill your bathtub with water if your water supply depends on electricity

## If Your Power is Out

- First, check to see if it's a tripped circuit breaker in your home. Then, check to see if your neighbors are out, too.
- Call Delmarva Power to report your outage. Our automated system will record your outage when you call.
- Stay on the line, if asked, so we can get your current telephone number and address.
- Unplug or turn off most lamps, TVs and appliances so you won't overload a circuit when the power comes back on. But leave a lamp on so you will know when power is restored.
- Keep freezer and refrigerator doors shut. Food will stay frozen for 36-48 hours in a fully loaded freezer if you keep the door closed. A half-full freezer will keep food frozen for 24 hours.
- In the summer, close shades or curtains to keep rooms cooler. In winter, let the sun warm rooms during the day but close shades and curtains at night to keep the warmth in.
- If you can access the Internet from a battery-operated laptop or your office, go to [delmarva.com](http://delmarva.com) and click on the Storm Center for updates.

# The Power Restoration Process

1. Downed live wires or potentially life-threatening situations and public safety buildings or hospitals 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,
6. Service lines to individual homes and businesses.

