

Energynews

www.delmarva.com you can use | jul 2006

DID YOU KNOW?

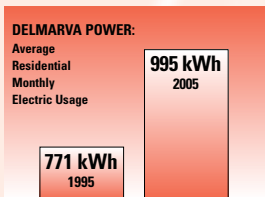
Q: Can you tell me how my household compares to other households as far as electric consumption?

A: Many factors contribute to electricity usage, such as the size of the home, number of people in the home, the size and age of electrical appliances, the year-round climate, etc. These factors can make it difficult to compare electricity usage among households. That is why Delmarva Power is pleased to launch a new feature on its web site, called *Energy Know How Solutions*.

(cont. on back)

CORRECTION:

The chart that appeared in the May issue of Energy News illustrating the increase in electricity usage among Delmarva Power's residential customers was incorrect. The correct chart is shown here.



A PHI Company

energy
KNOW HOW™

Delmarva Launches Bill, Energy Tool On The Web

So, you live in a medium-sized home that uses electric to cool, heat and cook. You also have three kids living in that house along with four televisions, two computers, two refrigerators and many other fun, electronic gadgets. And, after all that, you're wondering how you can save on your monthly electric bill.

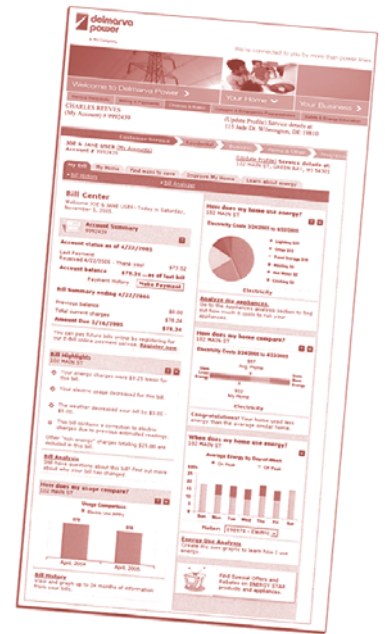
Well, Delmarva Power has just the "solution."

Visit www.delmarva.com today to use the latest, powerful, web-based tool which will provide you with valuable information on your energy bills – both electric and gas for Delmarva Power customers. From this internet tool, you'll learn how your home uses energy, and, most importantly, how you can reduce energy costs.

The interactive tool is called *Energy Know How Solutions* and is part of the company's Energy Know How campaign aimed at helping our customers use energy wisely to save on their monthly bill.

Again, you can access the program at www.delmarva.com. From the home page, click on the *Energy Know How Solutions* link for the wide-array of self-service tools and information.

The program allows you to conduct a home energy audit and provides the answers to anything you



might want to know about your energy bill, such as specific bill components, factors that impact your bill and tips on how to lower your energy costs.

If you do not have Internet access, you can get it at many public libraries at no cost. If you have any questions, please call our Customer Care Call Center at 1-800-375-7117 and a representative can assist you with the *Energy Know How Solutions* tool.

So, what are you waiting for ...Go to www.delmarva.com and check out *Energy Know How Solutions* today and save. It's easy to use. And best of all, there is no cost.

Know How Delmarva Power Restores Power

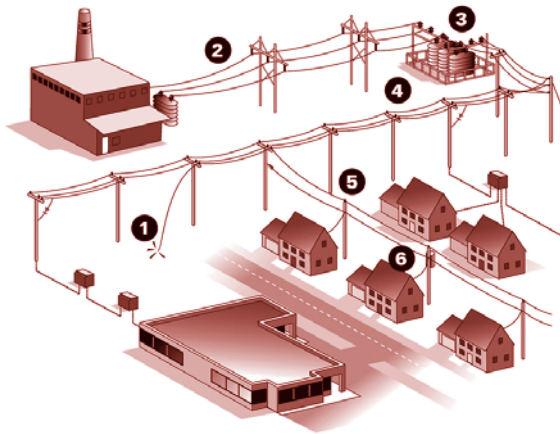
Summer storms packing heavy rain and gusting winds can hit our area at any time, sometimes causing power outages. We understand the inconvenience and hardship that a loss of power presents, and we greatly appreciate your patience as we work to restore service as quickly as possible.

Below is a diagram that shows our process for restoring power after the storm:

The Power Restoration Process

In the event our system is damaged by severe weather, equipment is repaired 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,
- 6 Service lines to individual homes and businesses.



For more information on power restoration, what causes outages and how to be prepared, log on to www.delmarva.com.

Does Delmarva Power Have Your Number?

Our automated outage reporting system can handle 100,000 calls an hour, which reduces busy signals and hold times. Your outage complaint then goes directly to our trouble processing center for response.

The system works by matching your phone number to your account, so it's important that we have your current phone number on file. If you've moved, changed phone numbers or just not sure, call Delmarva Power anytime at 1-877-506-7797 to update your phone number. Please have your account number available when you call.

Moving? Call Us.

When requesting new service, transferring existing service or discontinuing service, please provide us with as much advance notice as possible so we can schedule our resources more efficiently to meet your needs. To do so, call 1-800-375-7117. Thank you!

DID YOU KNOW? (cont. from front)

This free web-based tool will help you learn more about how you use electricity, how your usage compares to others and how you can make your home more energy efficient. This new feature can be found on our web site, www.delmarva.com.

If you have a question on energy use and efficiency that you would like to see appear in this column, please send it to:

Postal Address: Energy Know How Column,
P.O. Box 9239, Mail Stop: 79NC62, Newark, De 19714.

Fax: 302-283-6095,
Attn: Energy Know How Column

E-mail: Energy.News@PepcoHoldings.com
Attn: Energy Know How Column



Delaware (Area code 302)

Aug 6: *Contra Dance*; Arden Guild Hall, Arden; 302-478-7257, damore3@comcast.net

Aug 19: *AUCE Fried Chicken Dinner*; Roxana Vol. Fire Company, Roxana.

Aug 21: *Delaware Colonial Dances*; New Castle Presbyterian Church, New Castle; 302-325-4120, gtr2112@comcast.net

Aug 27: *Historic New Castle Antique Show*; Battery Park, New Castle; 800-758-1550

Maryland (Area code 410)

Aug 7-12: *Queen Anne's Co. Fair*; 4-H Park Rt.18, Centreville; 410-758-0267

Aug 12: *Kiddie Crab Round-Up*; Lagoon Dock, Northside Park, 125th&Bay, Ocean City; opbobgil@aol.com, www.ocphc.com

Aug 12: *27th Annual Seafood Feast-I-Val*; Sailwinds Park, Cambridge; 410-228-1211, seafoodfeastival@yahoo.com, www.seafoodfeastival.com

Aug 19: *Rivah Run Paddling Event*; Marinak State Park, Denton; 410-479-8120

Aug 25: *Eastern Shore Fish Fry*; Wesley Chapel, Rock Hall; 410-639-2272

New Jersey (Area code 609, 856)

Aug 2: *Merchant St. Jazz Band*; Whitman Stafford Farm House, Laurel Springs; 856-784-1105

Aug 6: *Open House Onboard Tall Ship AJ Meerwald*; Utsch's Marina & Rt.9, Cape May; 856-785-2060 x100, www.bayshorediscovery.org

Aug 7: *Hotel & Guest Night Talent Show*; Cape May; 609-884-7525, www.CenterForCommunityArts.org

Aug 8-11: *Salem Co. Fair*; Rt.40 East, Pilesgrove; 856-769-0414

Aug 26: *Salem Market Street Day*; Salem; www.marketstreetday.com

Virginia (Area code 757)

Aug: *Assateague Lighthouse Tours*; Chincoteague Nat'l Wildlife Refuge, Assateague; 757-336-3696

Aug 12: *Bluegrass Concert*; Chincoteague Comm. Center, <http://www.chincoteaguecenter.org/2006-bluegrass.html>, 757-336-3030

Aug 19: *Applaud the Sun Harbor Party #3*; The Beach; 757-331-2304

For more events: Click on "In Your Community" at our Web site. Atlantic City Electric Region, visit www.atlanticcityelectric.com; Delmarva Power Region, visit www.delmarva.com. To include a future event either in ENYCU or online, fax to: 302-283-6095, or send an e-mail to Energy.News@pepcoholdings.com.

