

My Account Nets Savings for Customer

My Account™ is our interactive Web tool that offers no- and low-cost ways to manage home energy use, saving customers energy and money. And we can show it works.

Customer Cynthia Pree saw a \$40 decrease in her monthly electric bill after making a few small changes. What did she do?

Cynthia replaced her home's traditional incandescent light bulbs with energy-efficient CFLs. She eliminated the wasteful power of electronic gadgets, power strips and wall chargers by unplugging them from electric outlets when not in use.



Customer Cynthia Pree used the **My Account** Web tool to save \$40 on her monthly energy bill.

"I was surprised at how little effort it took to make such a big difference so quickly," Cynthia said. "When I received the next bill after making changes, I decided to adopt the energy-saving tips I learned as habits – and have passed those habits along to my family."

Using **My Account** Cynthia also discovered that her outdated freezer uses excess energy -- so she's saving to buy an ENERGY STAR® model.

You, too, can learn ways to save energy and money, just like Cynthia. Go to delmarva.com and click **My Account**. Then send us an e-mail at lines@delmarva.com and tell us about the energy savings you find.

Winter Outages – Are You Prepared?

Delmarva Power works hard to prevent power outages. But heavy snow, blustery winds and freezing rain can bring down power lines and temporarily interrupt electricity service.

Review the following checklist to test your readiness for a winter storm emergency.

- Do you have extra blankets?
- Does everyone in your household have a winter coat, gloves or mittens, a hat and water-resistant boots?
- Have you assembled disaster supply kits for your home and car?
- Do you have a battery-powered radio, flashlight and extra batteries?
- Have you identified a place to go in case of an extended outage?

If you answered "yes" to all five questions, you're well prepared. If not, there's work to do. Go to delmarva.com or visit redcross.org to learn more about winter emergency preparedness.

ENERGIZING Community Support Competing for Math Honors

Delmarva Power was pleased to join Salisbury University's Department of Mathematics & Computer Science to cosponsor the 25th annual Eastern Shore High School Mathematics Competition recently.

A Helping Hand for the Hungry

Delmarva Power's Gas Delivery employees raised nearly \$1,800 to purchase and donate 289 turkeys to those less fortunate. The turkeys were distributed through 15 northern Delaware organizations for Thanksgiving.



DELAWARE (AREA CODE 302)

Feb: *Paintings from the Reign of Victoria*; Delaware Art Museum, Wilmington; 302-571-9590 or 866-232-3714, delart.org.

Feb 1-22: *Forgotten Dreams: The Paintings of Edward Grant*; Biggs Museum, Dover; 302-674-2111, www.biggsmuseum.org.

Feb 14: *Victorine's Valentine Day*; Hagley Museum, Rt. 141, Wilmington; 302-425-5540.

Feb 14: *Soup Sale*; Ebenezer United Methodist Church, Delaware City; 302-834-7503.

FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at 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.



Employees Receive International Conservation Award

Delmarva Power forestry employees received international recognition for their contributions to wildlife habitat conservation at the Wildlife Habitat Council's (WHC) recent 20th Annual Symposium.

The council honored the employees for preserving natural habitats around high-voltage transmission lines.

WHC is a nonprofit, non-lobbying organization that manages more than 2.4 million acres of wildlife in 46 states, the District of Columbia and 16 other countries. Visit wildlifehc.org for more information.

Test Your Winter Energy-Savings IQ

- How often should you clean or replace the filter on your forced-air heating system?
a) twice a month b) once a month c) once every three months
- How much money per year can you save by installing an insulation blanket around your water heater?
a) \$10 to \$20 b) \$50 to \$60 c) \$80 to \$100 d) none
- What is the recommended temperature at which you should set your refrigerator?
a) 22 degrees F to 30 b) 41 degrees F to 48 c) 38 degrees F to 40
- It's a good idea to turn down your thermostat if you'll be away from home for ____ hours or longer.
a) 3 hours b) 4 hours c) 6 hours d) 7.5 hours
- How many degrees of warmth does a heavy long-sleeved sweater add to body temperature?
a) 3.7 degrees b) 4.0 degrees c) 8.0 degrees

Visit delmarva.com for more energy-saving tips.

Answers: 1) **b** 2) **a** 3) **c** 4) **b** 5) **a**

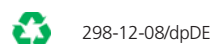
Need Help Paying Your Winter Heating Bills?

If you need help paying your energy bills this winter, you're not alone. In this strained economy, many families find themselves in need of assistance.

The federal Low Income Home Energy Assistance Program, or LIHEAP, is available to help eligible households through block grants and emergency funds.

Even if you don't think you qualify, call 1-800-464-4357 or visit liheap.org for eligibility guidelines and further details. Information also is available by calling the LIHEAP offices in the following counties:

New Castle:	302-654-9295
Kent:	302-674-1782
Sussex:	302-856-6310



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