

LINES

DELMARVA.COM

APRIL 2009

Customers Receive Help with Bills

As the unemployment rate escalates and more customers struggle to pay energy bills, Delmarva Power helps those in need.

We recently teamed with Delaware social service agencies to host energy assistance expos throughout the service territory.

Utility representatives were on hand to help English- and Spanish-speaking customers with questions on energy assistance, billing and payment options, and energy conservation tips.

Delmarva Power is sensitive to the hardship our customers face during these tough economic times. That's why we encourage you to contact us at 1-800-375-7117. We pledge to work with you to make payment arrangements that are fair and reasonable.

Use Power Tools Safely

When using power tools to clip hedges, mow the lawn, or make outdoor home repairs, follow these safety tips.

- Wear or use the right personal protective equipment such as safety glasses, a dust mask, gloves, or safety boots.
- Never pull or jerk the cord from the outlet's power supply.

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New Outage Map Offers Customers More Information

Delmarva Power recently posted an improved outage map application on our Web site that provides greater information on outage status and restoration progress.

The new map is more interactive than the previous version and visually richer. You can zoom in as close as one mile from the actual power outage.

By "hovering" your mouse over a location, you will see outage details such as the number of customers without power, ZIP codes affected and crew status information.

Go to delmarva.com, click on "View Outage Maps" to check out the new map, which updates every 10 minutes. A tutorial on how to navigate the map is provided.

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**



Celebrate Earth Day By Saving Energy

Delmarva Power invites you to celebrate Earth Day, April 22, by adopting the following conservation practices. You'll create a better place for future generations and save money on your electric bill.

DELAWARE (AREA CODE 302)

May 2: Old Dover Days 76th Birthday; Legislative Mall, Dover; 800-233-5368, www.visitdover.com.

May 3: 31st Annual Winterthur Point-to-Point; Winterthur Museum and Country Estate, Wilmington; 800.448.3883, www.winterthur.org.

May 3: Spaghetti Dinner Fundraiser; Newport Masonic Lodge, Newport; 302-798-4785

May 17: Newark Memorial Day Parade; East Main St., Downtown Newark; 302-366-7110 x142.

May 19: Civil War Encampment; Pencader Heritage Area Museum, Newark; 302-366-7110 x142.

May 24: New Ark Chorale: An American Tapestry VI; Newark United Methodist Church, 69 E. Main St, Newark; 302-368-4946, www.newarkchorale.org.

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.

Use Power Tools Safely

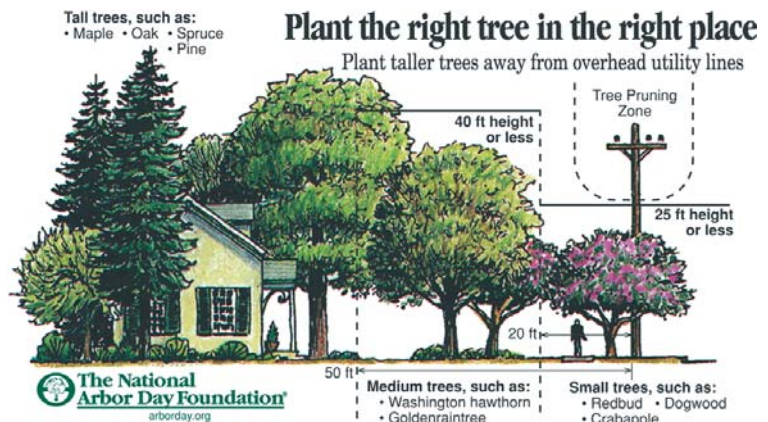
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- Don't leave an electric tool running when not in use – turn it off and unplug it. Always store it in a dry place.
- Never use electric tools in wet or damp locations unless approved for that use and connected to a ground fault circuit-interrupter (GFCI).
- Don't plug several tools into one outlet, which could overload the circuit.
- Never carry a power tool by the cord.

Learn more about electrical safety at delmarva.com.

- Turn off electronics and lights when you leave the room.
- Use the microwave to cook meals because it uses less power than a conventional oven.
- Unplug "energy vampires" such as cell phone chargers, TVs and computers when not in use.
- Use ceiling fans to help reduce the need for air conditioning and heating.
- Insulate your home; wrap water heater and pipes.
- Replace incandescent light bulbs with ENERGY STAR® qualified compact fluorescent light bulbs, CFLs. If every household in the U.S. replaced one light bulb with a CFL, it would prevent enough pollution to equal removing one million cars from the road. Learn more at earthday.gov.

Look for more energy-savings tips from our Web site, delmarva.com.



Learn How to Plant the Right Tree

Trees are great for the environment. They provide shade to reduce the need for air conditioning, and they absorb carbon dioxide (CO₂), which makes our air healthier to breathe. But it's important to plant the right tree in the right place to reduce the potential for power outages. Keep these tips in mind:

- Trees that grow tall should never be planted near power lines.
- Never trim a tree that is growing near a power line. Consult a professional.
- Don't plant trees or shrubs near power poles. Doing so could hamper the flow of electricity, and may slow or interfere with the restoration process in the event of a power outage.

To learn more about the planting and care of trees, visit the Arbor Day Web site at www.arborday.org, or delmarva.com.



141-03-09/dpDE