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Dear Community Partner:

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As summer approaches, even amid the COVID-19 pandemic, Delmarva Power is performing essential work to prepare the local energy grid to help meet increased customer demand and keep homes and businesses powered all summer long.

Our customers across Maryland and the Eastern Shore of Maryland are continuing to experience improvements in the reliability of their energy service, a result of Delmarva Power's ongoing efforts to modernize the local energy grid. Over the past five years, investments in the local energy grid have driven a 36 percent decrease in the frequency of electric outages. Even when service was interrupted, crews were able to safely restore service in just 94 minutes, on average, in 2019.

At Delmarva Power, we are committed to providing our customers with a modern, reliable, and resilient energy grid, all to provide the service our customers have come to expect. Each day, work is being performed as part of our ongoing efforts to upgrade infrastructure and technology to enhance reliability for customers. This work includes inspecting equipment, trimming trees that could impact the system, building new substations and underground equipment, and installing stronger tree-resistant aerial cable

Our preparation efforts also include conducting drills and coordinating closely with government and community partners to ensure we are ready to respond safely and quickly when our customers need us.

Being prepared is a responsibility everyone should take seriously. Help us spread the word about emergency preparedness in your communities by encouraging your constituents to assemble an emergency storm kit and prepare a plan for what to do during a power outage or summer storm. Encourage residents to visit [delmarva.com/mobileapp](https://delmarva.com/mobileapp) to download our mobile app, which has many resources to keep customers informed during a storm. More tips, resources and safety information are available at [delmarva.com/storm](https://delmarva.com/storm).

A new feature allows customers to report a live outage by texting "Out" to report an outage on their mobile device. Delmarva Power customers can text "Out" to 67972. Customers must first text "ADD OUTAGE" to 67972 to sign up for this service.

If a severe storm hits, we monitor local weather reports regularly and follow the advice of local emergency management officials. We follow a strategic response plan to restore service

to the greatest number of customers first and will work to restore your service as quickly and safely as possible. Customers are asked to immediately report a downed wire or service issue by calling 800-898-8042, visiting [delmarva.com](https://www.delmarva.com), or through our mobile app.

By taking a few simple steps, together we can be ready, stay safe, stay cool, and use less energy this summer.

Sincerely,

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