

Delmarva Power Emergency Service

For Delmarva Power Emergency Service, or to report a power outage, call our emergency numbers 24 hours a day, 7 days a week.

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

Kent and Sussex Counties (DE)
or the Eastern Shores of
Maryland and Virginia **1-800-898-8045**

For natural gas emergencies
or to report a natural gas leak
in New Castle County (DE) **302-454-0317**
or **911**

Delmarva Power Customer Care

If you have a general inquiry or a billing question call Delmarva Power Customer Care, Monday through Friday from 7 AM until 7 PM.

New Castle, Kent, and
Sussex Counties (DE) **302-454-0300**
or **1-800-375-7117**

Cecil and Harford Counties (MD)
or the Eastern Shores of
Maryland and Virginia **1-800-375-7117**



A PHI Company

257-10-05 DP



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USING YOUR GENERATOR SAFELY



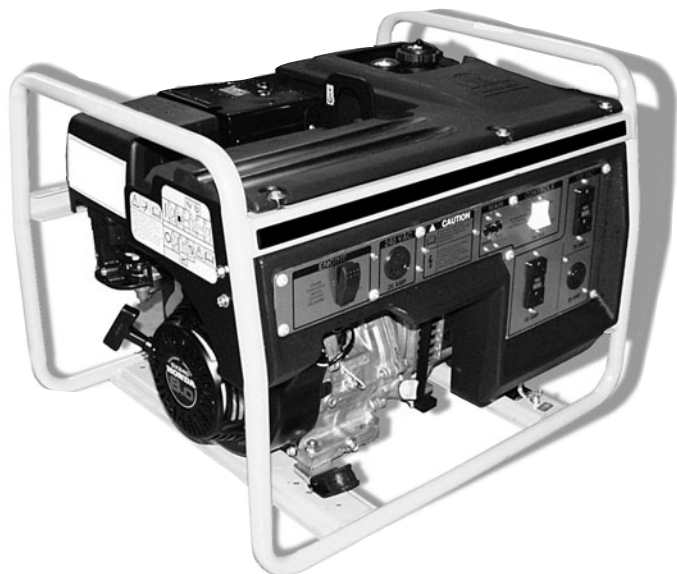
Hurricanes, ice, windstorms and traffic accidents — these are some of the reasons your electric service could be interrupted. The operation of privately-owned portable or standby generators during recovery from power outages can, if used improperly, threaten the safety of the general public, emergency services personnel (police, fire, ambulance, etc.,) and Delmarva Power crews involved in the restoration of your electric service.

If you intend to operate an emergency generator, for everyone's safety, you should:

- Operate your generator outside your home or business to avoid the risk of carbon monoxide poisoning.
- Keep the generator connected totally within the electrical system of your home or business. This means that all of your electrical equipment must be electrically isolated from the Delmarva Power transmission and distribution systems.

Portable Generators

Plug appliances directly into your portable generator. Do not attempt to energize them through your house or building's wiring.



We ask that you use your standby and portable generators in a safe manner and in accordance with manufacturer's recommendations and local codes.

Standby Generators

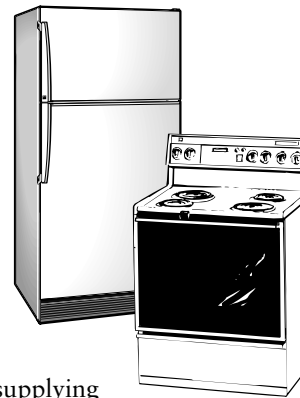
If you intend to energize any of your building's electric system, you must use the proper protective devices to isolate your wiring from the Delmarva Power system. These devices should be installed by a licensed electrical contractor and must be approved by the electrical inspector in your community.

Know what is being energized by your generator and double check to be sure that it does not accidentally energize any portion of Delmarva Power's equipment. If you accidentally energize our equipment, disconnect your generator immediately and notify Delmarva Power of the situation using the numbers in this brochure.

Important Precautions:

Energizing equipment that is damaged can destroy the equipment and jeopardize the safety of the public, emergency services personnel, and Delmarva Power crews.

Your appliances operate at a specified voltage and can fail if your generator is not supplying that voltage. It's important that you know the rated voltage of your appliances and how much electrical load can be carried by your generator (usually measured in kilowatts: 1,000 watts = 1 kW). Never exceed the maximum load of your generator.



You Should Know

Your generator could endanger our crews if it is attached to the existing wiring of your home or business . . .

- If your generator is not installed properly your electricity could travel through your service panel and, with the main breaker closed (on), energize incoming wires from the street (nearest distribution pole or underground connection).
- Electricity could travel back through the distribution transformer where the voltage is raised to primary (higher) voltage.
- Your generator has now energized the Delmarva Power distribution system where line crews may be working to restore service. This creates a life-threatening safety hazard for them.
- Your generator also could be energizing a fallen or damaged wire thereby placing yourself and the public in danger.



We're working for you — please don't put us in danger.

Delmarva Power employees work as quickly and safely as possible to restore power following an emergency. We ask that you use your standby and portable generators in a safe manner and in accordance with manufacturer's recommendations and local codes. Thank you for your help!