

COMMUNITY FOCUS



ESPP Enters 15th Year of Service to Support Public Safety Partners

In May of 2000, the Emergency Services Partnership Program (ESPP) was created to help support Delmarva Power's public safety partners. Since that time the company has provided more than \$1 million to help fund training, safety and educational programs that benefit first responders and the general public in Delaware and Maryland. In 2015, ESPP will embark on its 15th year of working closely with those agencies that keep our customers and the public safe throughout PHI's territory.

"When we launched this program in 2000, we had an opportunity to grow existing relationships with law enforcement, volunteer and career fire service personnel and emergency managers under a unique, community oriented program called ESPP," said Vince Jacono, Jr., coordinator of Delmarva Power's Emergency Services Partnership Program. "We wanted to build a community presence program that resonated with our customers and focused on our commitment to safety."

Armed with a mission for ESPP and resources committed to the project, employees from a variety of departments including Public Affairs, Account Management, Safety and Operations formulated a plan to identify and support the efforts of first responders. The program was designed to function on two levels. First, it would complement the company's objectives for the safe, reliable delivery of electricity and natural gas. And second, it would provide support for community programs that directly impact the safety of first responders and customers.



Pictured are: Kevin Polk, Supervisor in Delmarva Power's Christiana District Line Department (center), discusses electrical safety issues with members of the Mill Creek Fire Company in Marshallton, Del.

"We strategically identified three key areas to focus our efforts and resources in supporting our public safety partners – education, communication, and partnerships," said Vince. "Over the past 15 years the quality of our relationships with public safety managers and first responders has proved valuable both for major weather events and localized emergencies"

2015 will continue with ESPP initiatives throughout PHI's service territory including support for emergency management conferences and training, scholarships for young people who want to explore fire science and fire technology/safety studies, participation in drills and exercises that allow us better preparation for storms and disasters, and a host of other programs.



Delmarva Power Ranks Number 1 in Business Customer Satisfaction

Delmarva Power is ranked Number 1 in business customer satisfaction for midsize electric utilities in the East, according to a recent J.D. Power study. The study compared satisfaction among commercial customers of 101 utilities in power quality and reliability, billing and payment, corporate citizenship, price, communications and customer service. Holding the award is Delmarva Power President Gary Stockbridge with company Vice Presidents John Allen (left) and Glenn Moore (right).

Gary Stockbridge Receives James Gilliam Award



The American Heart Association honored Delmarva Power President Gary Stockbridge with its James Gilliam Jr. Award, in recognition of his outstanding commitment and contribution to the community. The award was presented at the 54th annual Wilmington Heart Ball Feb. 28, which supports the American Heart Association and the critical issues of fighting cardiovascular disease and stroke, the No. 1 and No. 4 killers in the U.S. In a video presented at the ceremony, Delmarva Power Administrative Assistant Pat Salvatore said of Gary, "I schedule all of his meetings, so I know how

busy his schedule is. It is important to note that Gary is not just a figurehead for these organizations, but an extremely active participant in each of them." Along with the American Heart Association, Gary contributes a significant amount of time, energy and resources in support of several organizations, including: Junior Achievement, Blood Bank of Delaware, Delaware Workforce Investment Board, United Way, American Red Cross, Girl Scouts, Kingswood Community Center, State of Delaware Chamber of Commerce and the Employer Support of the Guard and Reserve.

CELEBRATING EARTH MONTH

Each year April is Earth Month, with April 22 officially designated as Earth Day – a day intended to promote conservation and concern for our environment, and inspire appreciation for the earth and awareness of issues that threaten its health.

Since the first Earth Day in 1970, where 20 million Americans are credited with launching the modern environmental movement, more than one billion people around the world now participate in Earth Day activities throughout April each year, making it the largest civic observance in the world, according to Earth Day Network.

Delmarva Power employees have been involved in Earth Month activities for many years. Numerous events and activities took place again this year throughout our service territory, ranging from river cleanups and energy efficiency demonstrations to electronics recycling.



Delmarva Power volunteers celebrate Earth Day at the Salisbury Zoo.



Delmarva Power volunteers provided environmental information at their booth at the Delaware State University Earth Day Fair.

Delmarva Power Sponsors Ride to the Tide in Support of the Special Olympics Delaware

On Sunday April 27 The Delaware Blue Knights – Chapter 1 held its annual Ride to the Tide on Sunday, April 27. Delmarva Power again sponsored this fundraising event, which involved hundreds of motorcyclists taking part in a police-escorted ride from Newark or Dover, to Rehoboth Beach, in support of Special Olympics Delaware.

Bikers departed from the University of Delaware athletic complex in Newark at 10:30 a.m. and the DeIDOT Administrative Building in Dover at noon. The ride ended around 1 p.m. at Jake's Seafood House in Rehoboth, where bikers and passengers enjoyed a complimentary lunch. Nearly 600 bikers and 200 passengers raised \$27,000 in last year's ride, and more than \$108,000 has been raised in the event's seven-year history.

Pepco Holdings, Inc. (PHI), Delmarva Power's parent company matched the registration fee (\$25 per rider, \$20 per passenger) for all employees and retirees participating this year. In addition to participating in the ride, Delmarva



Power employees volunteered at the event in Newark, Dover and Rehoboth.

The Special Olympics Delaware has done outstanding work for 40 years, and has helped more than 3,700 athletes with intellectual disabilities prove that, given the opportunity, no disability is too great to overcome.

Caroline to Queen Anne's County Transmission Project

Delmarva Power plans to rebuild a 60-year old, high-voltage transmission line between the Church substation near Millington, Md., and the Steele substation in Denton, Md.

Delmarva Power will invest almost \$30 million to rebuild the 25.5-mile, 138-kilovolt (kV) transmission line, which will enhance electric service reliability in Queen Anne's and Caroline counties.

The project will replace 190 wooden structures, which range in height from 55 to 80 feet, with 189 steel poles that are 95 to 125 feet tall. Steel poles are resistant to corrosion and can withstand hurricane force winds of 120 mph.

"The current infrastructure built in 1955 is approaching the end of its useful life, so it is important that we undertake this project to maintain and improve the reliability of the transmission system" said John Allen, Delmarva Power region vice president.

Work is scheduled to begin in February 2016 with completion targeted for June 2017.

Summer Tips to Save Energy and Money

We understand that our customers are always interested in conserving energy and saving money, which is why we want to provide you with helpful information to do so.

- Regularly check the air filter of your air conditioner – a clean air filter improves system efficiency, which should lead to energy savings.
- Set your thermostat at 78°F, a reasonably comfortable and energy-efficient indoor temperature.
- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant.
- Be sure all windows are shut and outside doors are closed when the AC is on.
- It is important not to have lamps, televisions or other heat sources close to the air conditioner thermostat – heat from these sources may cause the air conditioner unit to run longer than it should.
- Check to ensure that no furniture or other obstacles are blocking ducts or fans. This will enable cooled air to circulate freely, making your home more comfortable.



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WE REMIND CUSTOMERS TO CALL BEFORE DIGGING

Staying away from underground utility lines is as easy as 8-1-1. That is the underground utility locating service number to call before you put a shovel into the ground. Whether you are putting in shrubbery or installing a fence, deck or mailbox, you should call 8-1-1 before each job in order to prevent damage to underground electric and gas lines, avoid fines and repair costs, and keep you, your family and neighbors safe. By law, the underground utility locating service must be called at least two days in advance of any work you plan to do.

“The underground utility locating service is free, and simply calling 8-1-1 will bring someone to your home or business to mark all underground utilities so you

will be able to dig safely,” said Gary Stockbridge, Delmarva Power region president. “Calling 8-1-1 before digging will help you avoid fines and disgruntled neighbors if a hit line cuts off electric or gas service. But, more importantly, knowing where it’s safe to dig will avoid an accident that could result in injury or death.” Be smart, dig safely and call 8-1-1 before you dig.



For more information about our proposed merger with Exelon, please visit delmarvatomorrow.com.

For more information and updates, visit delmarva.com, follow us on Twitter at twitter.com/DelmarvaPower and Like us on Facebook at facebook.com/DelmarvaPower.

Do you have concerns or questions related to your community or constituents? If so, our government affairs managers are available to assist.

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