delmarva power℠
AN EXELON COMPANY

Emergency Medical Equipment Notification Program

Get outage and weather alerts if you rely on home life-support equipment.



About The Emergency Medical Equipment Notification Program

For customers who rely on electricity to power life-support equipment in their homes, our Emergency Medical Equipment Notification Program provides advance notice of scheduled outages and severe weather alerts.

Qualified participants can receive:

- An information package to help you prepare for emergencies
- Notification of scheduled outages in your area
- Notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system

Please note that since customers who rely on electricity to power life-support equipment are located throughout our service area, it is not possible to give priority to these customers following storm outages. **In addition, the program does not exempt customers from disconnection of electric service for non-payment.**

The best way to stay safe is by planning for emergencies in advance, so please review this brochure for information and tips to help you prepare.

How To Enroll

To qualify for the program, participants must have certification from a licensed physician, certified nurse practitioner, or a physician assistant that a medical need exists. If you have life support equipment in your home, you and your medical representative must complete the required information on the appropriate certification form and submit it to our Customer Credit Department. **Visit delmarva.com/EMENP to download a certification form.** Please ensure you complete the form for the state in which you live.

Severe storm notification: We cannot guarantee advance notice of outages in the event of a storm emergency or any other unplanned outage. When possible, we will provide notification of the potential for widespread outages due to forecasted severe weather or other potential system problems.

When a severe weather alert such as a hurricane warning is posted, we will phone customers who are enrolled in our Emergency Medical Equipment Notification Program. The message will remind you that there is a potential for widespread outages and you should prepare to implement your storm contingency plan if extended outages occur.

Helping You Prepare

Occasional power outages are unavoidable and we encourage you to plan ahead for storms or any type of emergency situation.

If you have life-support equipment in your home, it's important that you or your caregiver prepare ahead of time for potentially long-lasting interruptions in electric service. In this brochure, you'll find information and tips that can help you plan ahead. An efficient way to stay connected to information is through our mobile app, which you can use to view outage maps of your area, report an outage and get estimates for when power will be restored. (See back cover to learn more.)

Whatever the cause of a power outage, we understand the inconvenience and hardship that loss of power presents. We greatly appreciate your patience as we work to restore service as quickly and safely as possible.

To enroll, call 800-375-7117 or visit delmarva.com/EMENP to obtain the necessary certification form for you and your physician to complete and return to us.

Planning Ahead For Emergencies

Everyone can benefit from advance planning:

- Identify the closest locations with emergency power capabilities
- Make plans ahead of time to go there or to a health care facility during a prolonged outage
- Ask a relative or friend who has power if you can stay with them
- Research whether or not backup generation is appropriate for your situation

Contact your physician to discuss other alternatives. Customers who experience medical distress due to a power outage should seek medical assistance.

What You Can Do Now

- ○ Assemble an emergency storm kit containing:
  - Flashlights and fresh batteries
  - Supply of bottled water (one gallon per person per day)
  - Non-perishable foods that require no heating
  - Blankets, bedding or sleeping bags
  - First-aid kit and prescription medications
  - Special medical or infant supplies
  - List of emergency phone numbers
  - For a checklist of other items to include in your emergency kit, visit **delmarva.com/StormPrep**
- ○ Develop and practice an emergency plan with everyone in your household
- ○ Download our free Delmarva Power mobile app for smartphones and tablets (see back cover)
- ○ Fill your bathtub with water if your water supply depends on electricity
- ○ Sign-up for text alerts. Text "OUT" to 67972 to report an outage. You must first text "ADD OUTAGE" to 67972 to sign-up for the service
- ○ Make sure cell phones are charged and portable chargers are powered up
- ○ Protect electronic devices by plugging them into surge suppressors

In the event we need to reach you, head to **delmarva.com/MyAccount** to confirm we have your current phone number under "My Alerts and Notifications." While there, be sure to sign-up for Outage Alerts.

When a Storm Strikes

Staying safe during a storm should be your top priority. Here are some ways to stay safe when a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are a dangerous combination

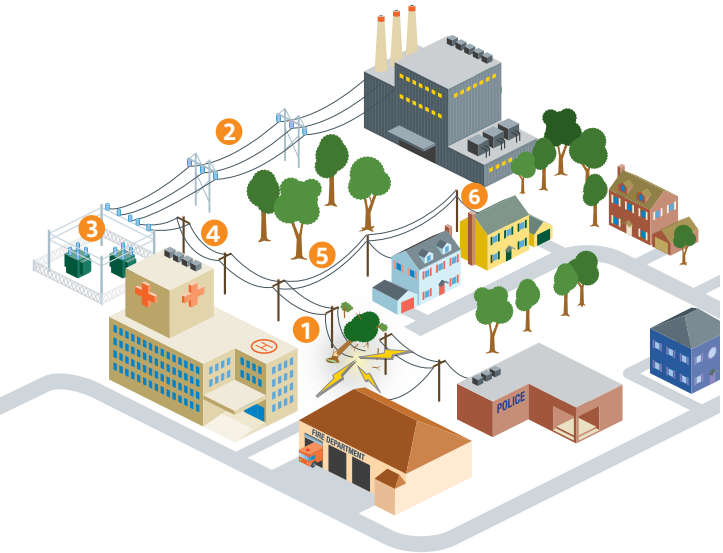
To report outages and downed wires, call 800-898-8042 in New Castle County (DE) and Cecil and Harford counties (MD), or 800-898-8045 in Kent and Sussex counties (DE) and the Eastern Shore of Maryland. Or go to delmarva.com/Outages.

Frequently Asked Questions

Is restoration priority given to customers on life support?

Our customers who rely on life-support equipment are located in neighborhoods throughout our service area. During a major power outage, it's not possible to correct problems at individual locations before main substations and power lines are restored.

Our restoration process uses a system of priorities that have been developed taking into account public safety, community needs and the nature of the electric distribution system. Generally, the sequence is as follows:



1. Downed live wires or potentially life-threatening situations and public health and safety facilities without power
2. Transmission lines serving thousands of customers
3. Substation equipment that affects widespread areas
4. Main distribution lines serving large numbers of customers
5. Secondary lines serving neighborhoods
6. Service lines to individual homes and businesses

If you have life-support equipment in your home, you should make emergency arrangements ahead of time to prepare for extended outages when a major storm threatens.

When the power is out, what is the best way to protect my food and refrigerated medicine?

The best way to protect food and medicine is with regular ice in an insulated cooler. Ice is inexpensive, easy to use and readily available from a number of retail sources.

What can you tell me about portable generators?

The most important consideration is safety. Improper use of portable generators can result in inhalation of deadly carbon monoxide fumes if they are not vented outdoors safely, or in electrical shock due to faulty connections between the generator and home wiring system.

Portable generators should never be operated indoors, in an attached garage or near open windows and doors. Individual appliances should be plugged into the generator using appropriately sized, outdoor-rated cords.

If you plan to connect a generator to your home wiring, first have an electrician install a transfer switch in accordance with National Electric Code requirements to prevent electricity from feeding back into electric lines. Failure to properly connect your generator to your house wiring could cause back feed on our power lines and endanger our lineworkers and others. Never plug a portable generator into an electrical outlet in your home.

Improper use of portable generators can be deadly due to carbon monoxide from the generator exhaust and the potential for electrical shock from improper connections to home wiring.

Staying Connected

Download our mobile app at delmarva.com/MobileApp to stay connected to the information you need on your smartphone or tablet.

- Get the latest news
- Report an outage
- Receive notifications for outage restoration progress
- Access interactive outage maps
- Call us through a direct dial link

You can also use our mobile app to manage your everyday energy use and Delmarva Power account.

Report Power Outages and Downed Wires:
800-898-8042

Customer Service/Servicio en Español:
800-375-7117

TTY for Hearing Impaired:
Delaware: 800-232-5460/877-335-7595 (Spanish)
Maryland: 800-735-2258/800-877-1264 (Spanish)

Federal Emergency Management Agency (FEMA):
800-621-3362 | fema.gov

Delaware Emergency Management Agency:
302-659-3362 | dema.delaware.gov

Maryland Emergency Management Agency:
877-MEMA-USA | mema.state.md.us

American Red Cross:
Call your local chapter | redcross.org

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