

May 22, 2026

Dear Community, Emergency Management & Government Partners,

As summer approaches, Delmarva Power is prepared to deliver safe, reliable, and affordable energy across the communities we serve. This year, our efforts focus on three key priorities: **customer affordability, ongoing reliability improvements, and summer preparedness**. These initiatives help ensure customers have access to assistance programs, benefit from a stronger and more resilient grid, and know how to prepare for potential outages.

Customer Affordability

We continue to expand programs that support customers facing financial challenges or seeking more predictable billing options.

- Connects customers to financial assistance, payment arrangements, and energy-saving programs. Customers can see if they qualify for local, state and federal energy assistance programs through the Assistance Finder tool by visiting:
 - delmarva.com/AssistanceFinder
- **Flexible Billing Options:** Including Budget Billing & Paperless eBill. Customers may call **1-800-375-7117** or visit our website for more information.
- **Delmarva Power Customer Relief Fund:** A one-time fund supported by Exelon and administered by the Delaware Sustainable Energy Utility (SEU), providing up to **\$500** for eligible customers facing high energy costs. Apply at: delmarva.com/ReliefDE

Reliability Improvements

- In 2025, when outages did occur, our crews averaged a safe restoration of service within 72 minutes, and customers experienced a 33 percent decrease in outages over the past 10 years.
- Our Delaware customers continue to benefit from our ongoing efforts to modernize and enhance our natural gas delivery system. Through our gas pipeline infrastructure upgrades and investments to upgrade the gas delivery system, since 2021 our natural gas customers experienced a 7 percent reduction in service interruptions.

These investments provide tangible improvements in reliability and reliance for our customers.

These targeted upgrades include:

- Priority feeder improvements
- Vegetation management
- Replacement of aging infrastructure
- Advanced grid technologies designed to speed power restoration

More information about our specific reliability projects is available at: delmarva.com/Reliability

- **Silverside to Naamans Reliability Project:** Modernizing more than 4.5 miles of critical transmission line between our Silverside and Naamans substations to improve service for more than 13,000 customers while strengthening energy infrastructure against more frequent and impactful weather events.
- **Brandywine Substation Reliability Project:** Upgrading an existing substation in Wilmington, Delaware, with more modern energy infrastructure, including a third transformer, to enhance service reliability for more than 9,200 local customers.

- **Piney Grove to New Church Reliability Project:** Upgrading nearly 22 miles of transmission line between Salisbury, Md. and New Church, Va., with new, modern energy equipment to improve the quality of energy service for local customers by reducing the frequency of outages and allowing us to restore service even faster.
- **Cast Iron Replacement Project:** Replacing aging cast-iron and bare-steel natural gas mains with new plastic pipe, which enhances safety, durability, and reliability. Each year, we modernize more than eight miles of natural gas mains across our service area.

Summer Preparedness Tips

We conduct annual emergency response drills and collaborate closely with our Exelon sister companies to ensure rapid, coordinated storm response. Here are important summer preparedness reminders:

For customers who rely on electricity to power life-support equipment in their homes, such as respirators or kidney dialysis machines, enroll in the Emergency Medical Equipment Notification Program.

- This program provides advance notice of scheduled outages and severe weather alerts to qualified participants who depend on electricity for emergency medical and life-support equipment. Customers can learn more at:
 - delmarva.com/EMENP
- Download our mobile app, which has many resources to keep you informed during a storm:
 - delmarva.com/MobileApp
- Report outages or downed wires immediately by calling **1-800-898-8042** or texting **OUT** to **67972** (after registering by texting **ADD OUTAGE**).
- For more information and tips, visit:
 - delmarva.com/StormPrep
- For information about summer energy efficiency tips and programs, visit:
 - delmarva.com/SummerReadiness
- A full list of energy assistance programs is available at:
 - delmarva.com/BillSupport

Thank you for your continued partnership in helping keep our communities safe, informed, and prepared this summer.

Sincerely,

Sabrina Knight