

Office of People's Counsel  
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410-767-8150; 800-207-4055

### **COVID-19: What Delmarva Power Customers Should Know**

Governor Hogan declared a State of Emergency for Maryland on March 5, 2020. On March 16, he announced an Executive Order prohibiting the termination of public services. These include electric, gas, water and sewage services, as well as phone, cable, and internet services. The Order also prohibits the collection of late fees during this time.

#### **1. I have a pending Delmarva Power service termination notice. Will my gas or electricity be shut-off?**

No. Delmarva Power will not terminate your service through May 1, 2020. You should still make every effort to pay your bill. Once the suspension is lifted, you will be responsible for the full amount.

OPC strongly recommends that you contact Delmarva Power to try and work out a payment plan. Delmarva Power will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options. You can call their Customer Care team Mon-Fri, 7AM-7PM at 800-375-7117 to discuss payment arrangements. Let them know if your income has been reduced due to a layoff or reduced income due to the State of Emergency.

If you are concerned about your ability to pay your bill, there may be resources to help. Please contact us at [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov) or review our resource guides at [www.opc.maryland.gov](http://www.opc.maryland.gov) to learn about different programs that might be able to assist you in getting back on track with your utility bill.

#### **2. If I can't make a payment right now, will I get a late fee added to my bill?**

No. Delmarva Power will not impose or collect any newly incurred late fees through May 1, 2020.

#### **3. What can I do if my gas or electric services are off right now?**

Your gas or electric service will not be automatically restored. However, if your services are off right now, OPC strongly recommends that you contact Delmarva Power to try and work out a payment plan. Delmarva Power will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options. You can call their Customer Care team Mon-Fri, 7AM-7PM at 800-375-7117 to discuss payment arrangements.

There may be other resources to help. Please contact us at [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov) or review our resource guides at [www.opc.maryland.gov](http://www.opc.maryland.gov) to learn about different programs that might be able to assist you.

**4. What if someone in my household is critically ill or relies on electricity service for life support. What can I do to get service back on?**

If someone in your home is critically ill and relies on electricity service for life support you should immediately contact Delmarva Power to discuss options. There may be options for your household. If you have a limited income and are receiving services at a hospital or medical facility, you should find out if there is a certified "Navigator" who can assist you with your utility service problem, or contact OPC for more information.

**5. What if I need to start or stop my utility service, report an outage, or report an issue?**

If you need to access any of Delmarva Power's services, you can use their online portal or all their Customer Care team at 800-375-7117 for assistance with these services.

**6. Can I still make payments on my utility account?**

Yes. While there are suspensions on non-payment service terminations, you can still make payments to your account. You can mail, call, go online, or pay in person. You can pay in person anywhere where Western Union is accepted or at the Delmarva Power walk-in KIOSK located at 2530 N. Salisbury Boulevard, Salisbury. OPC recommends that you continue to make payments, even if partial payments, even though your utility services cannot be terminated.

**7. I have contacted my utility about working out a payment plan and they have not assisted me. What do I do now?**

Remember: Your utility cannot turn off your service during the State of Emergency. However, you will be subject to a turn-off if you are behind on your bill after May 1. It is a good idea to be proactive in managing your bill during the emergency. If your utility will not agree to assist you, you can submit a complaint to the Consumer Assistance Division of the Public Service Commission (PSC/CAD). Due to the limitations on public agencies, you will need to submit the complaint online at [www.psc.state.md.us](http://www.psc.state.md.us). If you are not able to fill out the form online, contact OPC at 410-767-8150 and leave a message with your name and phone # and state the problem, and someone will contact you to assist you. Please look at the OPC Information Sheet "COVID-19 State of Emergency: Instructions for Requesting a Utility Bill Payment Extension or Alternate Payment Plan" to assist you in making the request.