



Report Online

You can report your electric outage online, including on your smartphone or tablet. If you prefer, call us 24/7 at 1-800-898-8042.

Call: 24/7 at 1-800-898-8042 for Outages or Downed Wires

If your service goes out, report the outage to us immediately. You can report your outage:

- **Online**
- **Via our Mobile App**
- **Via Text (message and data rates may apply)**
 - **If you are a new text subscriber, text “ADD OUTAGE” to 67972**
 - **If you are an existing subscriber, text “OUT” to 67972**
- **By calling 1-800-898-8042**

Go to: www.delmarva.com and then Outages and Report an Outage. You can report online or your mobile device.

1. Report Online

Follow the prompts

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Report an Outage Online

If you smell natural gas, leave the area immediately and then call 302-454-0317.
To report a downed or sparking power line, please call 1-800-375-7117.

Phone number associated with your account

[I'd like to use my account number](#)

Continue

2. Report on Mobile

Lights out? Let us know! You can quickly and easily report your outage via text message*, the Delmarva Power mobile app, or by calling customer service at 1-800-898-8042. Online services and phone number are available 24 hours a day, 7 days a week.

Mobile Device: Text "OUT" to 67972

Subscribers to Outage Alerts can quickly report an outage by texting "OUT" to 67972. You will also receive notifications when you're part of a known outage, and get ongoing updates as the status of your outage changes.

Enroll: Enroll by texting 'ADD OUTAGE' to 67972. You will instantly receive a text message confirming your enrollment.

Report: Report your outage by texting 'OUT' to 67972.

Check Status: Receive your outage status on demand at any time by texting 'STAT' to 67972.

Pause: You can temporarily pause Outage Alerts for 72 hours by texting 'PAUSE' to 67972.

Resume: After pausing Outage Alerts, you can turn them back on by texting 'RESUME' to 67972. If you don't text 'RESUME' they will automatically turn on 72 hours after you texted 'PAUSE'.

Unsubscribe: You may unsubscribe from Outage Alerts at any time by signing in to My Account and updating your alert preferences. Texting 'STOP' to 67972 will unsubscribe you from ALL Delmarva Power text notifications.

3. Report a Street Light Problem



Report a Street Light Problem

Use our online map to quickly and easily report a street light problem.