



delmarva
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AN EXELON COMPANY

Welcome to **Delmarva Power**

Electric and Natural Gas Customer Handbook

At Your Service 2023–2024

**Your quick reference guide for
information about your account.**



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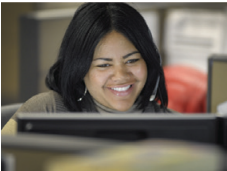
Welcome

Welcome to Delmarva Power! Thank you for being a valued customer. We want you to get the most out of your account. Use this booklet as a helpful guide for doing business with us. Inside you'll find information about customer service, managing your account online, energy efficiency programs and more.

Si usted necesita recibir esta información en español, favor de llamar al 800-375-7117.

How to Contact Us

Residential Customer Service Representatives are available from 7 a.m. to 7 p.m., Monday through Friday.



Delmarva Power employees are always available 24 hours a day, seven days a week to respond to electric and natural gas emergencies.

You can also do business with us by using our automated phone system or by visiting **delmarva.com** to perform many common transactions, such as paying your bill or reporting outages.

Report an Outage Online or by Phone
delmarva.com/Outage 800-898-8042

Report an Electric Emergency 800-898-8042

Report a Natural Gas Emergency 302-454-0317

Residential Billing/Customer Service 800-375-7117
Servicio en Español 877-335-7595

Pay Online or by Phone
delmarva.com/MyAccount 800-375-7117

Have a question?
Submit it online delmarva.com/ContactForm

Mail Us at:
Delmarva Power
P.O. Box 17006
Wilmington, DE 19850-7006

Electric and Natural Gas Safety

Always assume downed power lines are energized and stay away. To report a downed wire, call 800-898-8042. En caso de emergencia que ponga en riesgo su vida, llame a 800-898-8042.



Always work at a safe distance from power lines. Keep yourself, your ladder, tools, equipment, and anything you carry at least 10 feet from power lines and 25 feet from transmission towers and lines. If you are conducting any work within 10 feet of a power line, call Delmarva Power first at 800-898-8042.

Always remind children that wires, electrical equipment, substations and transformers are extremely dangerous and off limits.

Always evacuate the home immediately if there is a strong gas odor and leave the door unlocked. Do NOT use your own telephone – use a cell phone or neighbor's telephone to report the emergency.

Always report a gas odor in your home immediately. Call us at 302-454-0317 (or call your gas provider).

Always be aware of the causes of carbon monoxide poisoning such as malfunctioning gas appliances or a clogged chimney.

Always use a broom to keep your outside gas meter free of ice and snow to prevent the potential for natural gas pressure buildup.

Miss Utility

Delaware law requires that anyone planning to dig or plant in an area where a public service company has underground facilities must notify Miss Utility, a free utility locator service, at least 48 hours before excavation begins. Call Miss Utility toll-free at 800-282-8555 or visit missutilitydelmarva.com.

Reporting Outages

If your power goes out, it's easy to report an outage and get more information.

Mobile App

Quickly report an outage from an Apple® or Android™ device with the Delmarva Power mobile app. The app will also provide notifications when your outage status is updated. You can also view our outage map. Download the app for free at delmarva.com/MobileApp.

Text

You can quickly report outages by text when you enroll in our text outage program. Text "ADDOUTAGE" to 67972 to sign up for the service. Then text "OUT" to 67972 to report your outage. Message and data rates may apply.

Online

Visit delmarva.com/Outage from your desktop or mobile browser to report your outage, check outage status and view our outage map.

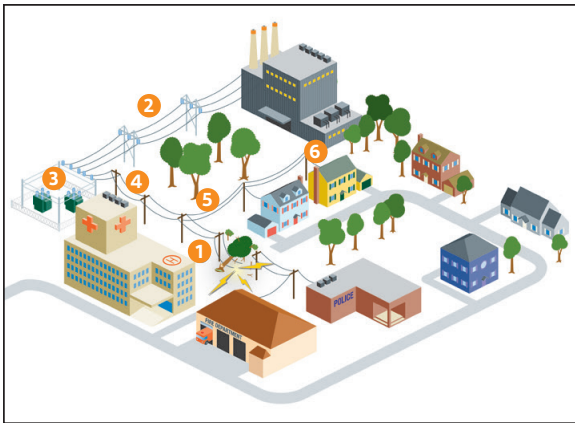
Phone

Call 800-898-8042 any time to report your outage. Request a call-back so we can verify if individual or small groups of outages still exist.

Restoring Power

When power goes out, our restoration process begins as soon as conditions are safe for our professionals. We are committed to resolving outages as quickly as possible. The order in which we address outages is a critical part of our restoration efforts. Below is the restoration process we follow in order of priority.

1. Downed live wires and potentially life-threatening situations
2. Transmission lines serving thousands of customers
3. Substation equipment that affect widespread areas
4. Main distribution lines serving large numbers of customers
5. Secondary lines serving neighborhoods
6. Service lines to individual homes and businesses



We continually monitor weather and work closely with local government officials and emergency responders to coordinate our power restoration efforts.

Please Note: We do not guarantee a constant supply of electricity and reserve the right to interrupt the supply without notice under emergency conditions, and/or for the safety of our employees as well as any time for necessary repairs.

Your Electric and Natural Gas Service

Start, Stop or Move Service

Customers can start, stop, or move service online, anytime:

- Start Service: delmarva.com/Start
- Transfer Service: delmarva.com/Move
- Stop Service: delmarva.com/Stop

You can also contact us by phone at 800-375-7117 or in writing (see page 1 for address).

As many as two individuals can be listed on your Delmarva Power account. Only the person(s) whose name appears on the bill can make changes to the account or to the electric and/or natural gas service.



For more information about starting, stopping or moving service, visit delmarva.com/Moving.

Please note: When stopping or moving service for any reason, please notify us at least three business days in advance online, by phone, by mail or in person. The three business days' notice is important, because you are responsible for — and will be billed for — all service at the previous address until you notify us. If no new party is moving in, the service may be disconnected. If you use an alternate electricity supplier, they will be automatically notified. If you move to another residence in the Delmarva Power service area and would like to enroll with an alternate electric supplier you'll need to contact that supplier directly.

Customer Deposits

To start service, a deposit may be required. If a deposit is required, it will be two months of the estimated average annual bill.

A residential deposit will automatically be added to the first bill; however, you may contact Delmarva Power and request that payment of the deposit be made over the course of the first three months.

The Company may increase the amount of your required deposit amount if it determines the amount of the deposit amount currently held is less than two-twelfths (2/12) of your estimated annual charges. The Company may also add a deposit to an account, even if one had not been added before, for failure to pay bills in full and on time.

Deposits shall be refunded, with interest, after full payment has been made for 12 consecutive monthly bills starting at the time the deposit is paid in full. If you refuse to pay a deposit, service may be denied or terminated. Deposits may not be applied against overdue bills. Please see our tariff for more details.

Understanding Energy Prices

Each kilowatt-hour charged to your bill is calculated based on the rate schedule that applies to your account. A rate schedule is assigned to each account when service is established. Commercial customers should call the Company to discuss which rate schedule is appropriate for them. You are responsible for notifying us of any changes and verifying the rate schedule and/or applicable riders. Changes in usage, equipment, or regulatory actions, may affect the rate schedule that is applied to your account.



Demand for electricity is higher during extreme winter or summer weather. Please note that increased electricity use drives up energy costs. Your billing indicates whether summer rates (June–September) or winter (October–May) rates are in effect.

You can find your rate classification on your bill under the “Details of your Electric (or Gas) Charges” section. For additional information about our rates, visit delmarva.com/Tariffs or call Customer Care at 800-375-7117.

Delmarva Power Meters

Our smart meters allow for communication from your home to Delmarva Power. Our electric smart meters feature a digital display, while our gas smart meters feature a device that is mounted on front of the gas meter.



Both the electric and gas smart meters provide you detailed information that can help you understand and make decisions about your energy use. Smart meters also provide benefits for customers, including energy management tools through My Account, remote meter readings and fewer estimated bills. The electric smart meters provide the added benefit of faster outage detection if an outage occurs, and the ability to perform remote connects and disconnects when moving.

For more information about smart meters, visit delmarva.com/SmartMeters.

If you do not have a smart meter and need help reading your meter, visit delmarva.com/Meter or call 800-375-7117.

Meter Location and Access

You must provide an appropriate outdoor location for meters so that we can access the meter to read it, test it, disconnect it, and remove or replace it. You are responsible for providing sufficient access to the meter. Meters must be clearly visible. There must be a minimum of 48 inches of clearance around the meter box; no obstructions (such as sheathing, fences, trees, bushes, or walls) can be placed in front of the meter.

Meters are subject to inspection for reading and equipment maintenance.

We can terminate your electric or natural gas service if you fail to provide reasonable access to your meter. If your meter is currently located inside your location, we may relocate it to an exterior location. You are responsible for paying all reconnection fees and outstanding charges before we reconnect your service.

If more than one meter is required at a location, each meter must be clearly and visibly marked to identify the appropriate location to which the service is being supplied. We will not install meters until this requirement has been satisfied.

Get the Delmarva Power Mobile App

Delmarva Power's free mobile app gives you the power to access your account information from a smartphone or tablet. With the app, it's easy to:

- View your bill and manage your billing and payment options
- Report outages and view Delmarva Power's outage map or, check your energy usage
- Manage your energy usage
- Use notifications and alerts to receive up-to-the-minute updates from Delmarva Power

Download the free mobile app at delmarva.com/MobileApp.



Billing Information

We will send you a bill every month. The bill due date is generally calculated as the bill issue date plus 21 days. Your energy use will be presented on your bill as the total of your hourly use since your last billing period. Your monthly bill period generally varies between 27 and 33 days.

Understanding Your Electric or Gas Bill

There are two major charges on your electric or gas bill:

- Delivery (distributing electricity/natural gas locally)
- Supply (producing electricity/natural gas and transmission or distribution of that supply)

Your bill also includes government charges (such as taxes), and may include other charges required by law (such as Renewable Energy Portfolio Standards, compliance charges and Green Energy Fund charges).

How to Read Your Bill

See the sample bill on the following pages. Below are the definitions of the items that appear on your bill.

1. The billing period – The time period during which you received service and for which you are being billed.

2. Account details – The name(s) registered to your account, the service location, account number and the bill issue date.

3. Contact information – Our phone numbers for customer service, emergencies, and outages, as well as our web address.

4. Summary of your charges – A summary of your previous balance (if any), payments received, charges for service used, supplier charges if applicable, and the total amount now due. If your bill has been estimated for any reason, a message will appear below this section.

5. Bar graph – Displays 24 months of energy usage data. It may print on a following page based on your service.

6. Payment coupon – The portion you return with your payment. To expedite processing, your account number, name, mailing address, as well as the payment mailing address are pre-printed on it.

7. Details of your electric & gas charges – This section includes your meter number, rate classification, billing period, number of billing days and the total usage data. This will also include applicable net energy metering credits for excess generation.

8. Delivery charges electric & gas – A detailed list of your delivery charges related to the cost of bringing electricity or gas to you via the poles, wires and pipes for the current billing period. Go to our tariff page at delmarva.com/Tariffs for more information about specific charges.

9. The electric & gas summary – Itemization of any changes or adjustments (including supplier charges, if applicable), made to your account during the current billing period. If there are no changes or adjustments, your bill may not contain this summary.

10. Supply charges for electric & gas – Reflects the cost for Delmarva Power to buy the produced electricity or gas for you. This is the portion of your bill that you can compare to offers from competitive suppliers.

Please Note: If you have a solar energy system and are billed for net metering, you can view an example of a net metering bill at delmarva.com/NetMeterBill.

Definitions of Charges

Customer charge – A fixed monthly charge that reflects the cost of maintaining your service, regardless of how much energy you use. The Delaware Public Service Commission (“the Commission”) approves this charge.

Delivery charges – The cost of bringing electricity and/or natural gas to you via poles, wires and pipes.

Distribution charge – The cost of moving electricity and/or natural gas from your local substation power/gas lines to your home or business. The Commission approves this charge.

Supply charges – The cost for us to buy the electricity or natural gas produced for you. This is the portion of your bill you can compare to offers from competitive electricity suppliers. For electric customers if you choose a new supplier, you will pay that supplier’s price for producing electricity instead of the price you currently pay us. Note that even with a new supplier, you will still need to pay Delmarva Power’s Delivery charges and also the supplier’s charge (which may be on the Delmarva Power bill or billed separately).

Standard offer service – This reflects the cost for us to buy the produced electricity if you do not choose a supplier other than Delmarva Power. The Commission supervises the acquisition of competitively priced electricity. For natural gas customers, this is labeled Gas Cost Charge.

Total electric and/or gas charges – The total of your delivery and supply charges for the current billing period.

Transmission Capacity Charge – Each customer's transmission capacity charge is based on that customer's specific usage during the five highest peak hours of the prior year.

Estimated Bills

If you receive an estimated bill, you can submit a meter reading to us by calling 800-375-7117. For help reading your meter, visit [**delmarva.com/Meter**](https://delmarva.com/Meter).

We may later send you a revised bill based on the corrected meter reading, ensuring you never pay for more energy than you actually used.

1

Your electric bill - Jan 2023

for the period **December 2, 2022 to January 3, 2023**

WAYS TO SAVE: Find Tips and Programs That Help
[Learn more at delmarva.com/WaysToSave](#)

DELMARVA POWER CUSTOMER

Account number: 1234 5678 999
Your service address: 123 MAIN ST.
YOUR CITY DE 12345

Bill Issue date: Feb 20, 2023

Summary of your charges

Balance from your last bill	\$111.60
Your payment(s) - thank you	\$111.60—
New balance forward as of Feb 20, 2023	\$0.00
Base electric charges	\$120.70
Total amount due by Jan 25, 2023	\$120.70

Find helpful storm preparation and power outage information at [delmarva.com](#)

Learn how to save energy and money by registering for MyAccount at [www.delmarva.com](#).

Your smart meter is read wirelessly. Visit My Account at [delmarva.com](#) to view your daily and hourly energy usage.

The eMPower MD charge funds programs that can help you reduce your energy consumption and save you money. For more information, including how to participate, go to [delmarva.com/WaysToSave](#).

How to contact us

- Customer service (Mon-Fri, 7 a.m. – 7 p.m.) **1-800-375-1177**
- TTY English **1-800-735-2258**
- TTY Spanish **1-800-897-1264**
- Electric emergencies & outages (24 hours)
(¿Problemas con la factura?) **1-800-898-8042**
- Visit Delmarva.com** **1-800-375-1177**

Your monthly Electricity use in kWh
Daily temperature averages: Jan 2022: 47° F Jan 2023: 41° F

This bar chart displays monthly electricity usage in kilowatt-hours (kWh). The y-axis ranges from 0 to 1,950 kWh in increments of 275. The x-axis lists months from Year Month 2122 (Jan) to 2223 (Jan). Usage starts around 450 kWh in Jan 2022, peaks at approximately 1,950 kWh in Nov 2022, and ends at about 550 kWh in Jan 2023.

You can help a Delawarean in need of assistance with their energy bills by contributing to the Good Neighbor Energy Fund. Simply pay exactly \$1.00 over your Delmarva bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a 501(c)(3) non-profit organization in your community. Program contributions must be exactly \$1.00 over the billed amount; amounts over \$1.00 will not be identified as a program contribution and will result in a credit to your account. Delmarva Power will also contribute \$1.00 to the fund for every \$3.00 in customer donations, up to \$70,000.

Please tear on the dotted line below. Invoice Number: 200002170165 Page 1 of 3

Return this coupon with your payment
made payable to Delmarva Power.

Account number 1234 5678 999
Total amount due by Jan 25, 2023 **\$120.70**

Amount Paid: \$ [] [] [] []

Z46D 1 AV 0.386 ZMID00591

DELMARVA POWER CUSTOMER
123 MAIN ST
YOUR CITY DE 12345

PO BOX 13609
PHILADELPHIA PA 19101

1000015001872278&000000000000000000000000120700000000120700019

Details of your Electric Charges

Residential Service

Electricity you used this period

Meter Number:
TNP343403087

Energy Type:
Use (kWh)

End Date:
Dec 29
010355

Start Date:
Dec 1
Reading
010353

Number Of Days:
29
Multiplier
1

Total Use:
42

Electric Summary

Balance from your last bill	\$18.26
Payment Dec 20	\$18.26
Total Payments	\$18.26
Electric Charges (Residential Service)	\$18.13
New electric charges	\$18.13
Total amount due by Jan 24, 2023	\$18.13

Your meter records electricity use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.
End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at delmarva.com to view your energy use data.

Your next bill period is scheduled to end on January 31, 2023

Delivery Charges: These charges reflect the cost of bringing electricity to you. Current charges for 29 days, **winter rates** in effect.

Type of charge	How we calculate this charge	Amount(\$)
Customer Charge		12.60
Distribution Charge	42 kWh X \$0.0401330 per kWh	1.69
Green Energy Fund	42 kWh X \$0.0003560 per kWh	0.01
Renewable Compliance Charge:		
Wind & Solar	42 kWh X \$0.0064110 per kWh	0.27
Qualified Fuel Cells	42 kWh X \$0.0036580 per kWh	0.15
Distribution System Improvement Charge	at 3.05%	0.43
Energy Efficiency Surcharge	42 kWh X \$0.0007920 per kWh	0.03
EDIT Credit 5 Year - kWh	42 kWh X \$0.0012140 - per kWh	0.05
EDIT Credit 6 Year - kWh	42 kWh X \$0.0021590 - per kWh	0.09
Total Electric Delivery Charges		15.04

Supply Charges: These charges reflect the cost of producing electricity for you. You can compare this price of your bill to offers from competitive suppliers.

Your Price to Compare is 8.98 cents (\$0.0898) per kWh. When shopping for electric suppliers, compare this price to those proposed by other suppliers. This price reflects the average annual amount a customer on this rate pays per kilowatt-hour for Electric Supply. For information on electric suppliers please visit MDEnergyChoice.com.

Billing Period: Dec 2, 2022 to Jan 3, 2023 (31 days)

Type of charge	How we calculate this charge	Amount(\$)
Standard Offer Service & Transmission	673 kWh X \$0.0953810 per kWh	64.19
Procurement Cost Adjustment	673 kWh X \$0.0011774 - per kWh	0.79
Total Electric Supply Charges		63.40
Total Electric Charges - Residential Service		120.70

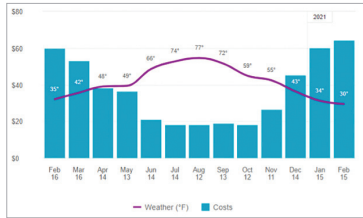
Your daily electricity use for this bill period. Visit My Account at delmarva.com to see your hourly electricity use.

Meter Number: NNA0729540

Date	Hour	kWh
Dec 02	1	25
Dec 02	2	15
Dec 02	3	10
Dec 02	4	12
Dec 02	5	10
Dec 02	6	12
Dec 02	7	32
Dec 02	8	20
Dec 02	9	18
Dec 02	10	15
Dec 02	11	12
Dec 02	12	10
Dec 02	13	15
Dec 02	14	12
Dec 02	15	10
Dec 02	16	32
Dec 02	17	20
Dec 02	18	18
Dec 02	19	15
Dec 02	20	12
Dec 02	21	10
Dec 02	22	12
Dec 02	23	42
Dec 02	24	20
Dec 02	25	18
Dec 02	26	32
Dec 02	27	20
Dec 02	28	18
Dec 02	29	15
Dec 02	30	12
Dec 02	31	20
Dec 02	32	18
Dec 03	1	32

Manage Your Account Anytime, Anywhere

As a Delmarva Power customer, you can sign up for a My Account to get 24/7 online access to your account. It's a fast and easy way to pay your bill, view your energy use and so much more. Your personal username and password will help keep your information private and secure.



Here are just a few things you can do with a My Account:

- Enroll in eBill, budget billing and automatic payments
- Report an outage and check outage status
- Track your electric and/or natural gas usage over time
- Start, stop or move your service
- Update your contact information (mailing address, phone number)

To register for My Account, visit delmarva.com/MyAccount.

Once registered, you also can sign up for Delmarva Power alerts and notifications. This lets you receive important information about outages, billing and payment, and news – when you want them, how you want them – by text, email or phone. Visit delmarva.com/Alerts to sign up.

Convenient Ways to Pay

We offer customers a variety of payment options so you can choose the one that's best for you. Find all your options at delmarva.com/Payment.

Online

Pay your electric and/or natural gas bill online with your My Account. Save your payment information in your secure My Wallet to make paying your bill faster and easier.

You can also pay your bill as a guest online by making a one-time payment by electronic check, credit or debit card. Convenience fees apply.

Mobile App

Make payments by accessing your My Account with the Delmarva Power mobile app. Save your payment method in your My Wallet so you can pay your next bill with the push of a button.

Automatic Payment

Log into My Account and set up recurring payments so you will never have to write another check. With AutoPay, your Monthly bill is paid directly from your bank account, with no fees. This option gives you more flexibility with payment timing and payment limit.

Direct Debit

With Direct Debit, your payment is automatically deducted from your bank account on the due date of your bill. You will receive a monthly statement with the amount due and the date of deduction. Signing up for our Direct Debit option can be completed online with no My Account registration required. If you are already enrolled in auto-pay you will be unable to sign up for Direct Debit.

Chatbot

Pay online with our chatbot located at the lower right corner of the delmarva.com home page. Click on the chat bubble and select Billing and Payment from the menu.

Voice Assistant

Link your My Account to Google Assistant or Alexa to get your account balance, make a payment, report outages and check your outage status. Just say "Hey Google" or "Alexa" to get started.

Pay by Phone

Pay your bill with a credit card, debit card or an electronic funds transfer by calling 800-375-7117. Convenience fees may apply.

Mail

Delmarva Power
P.O. Box 13609
Philadelphia, PA 19101-3608

When you send a check to pay your bill and your check is eligible, you authorize Delmarva Power to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check.

Pay with PayPal

Manage and pay your bills in the app or online with ease.

Pay in Person

Use our self-service kiosk located at:

630 Martin Luther King Blvd
Wilmington DE, 19801

Hours: 10am–6pm, Monday through Friday. Please note: Hours of operation may change; call Customer Service at 800-375-7117 to learn when this location is open on the day you plan to visit.

Third-Party Notification

You can designate a relative, friend or other third party to receive a copy of your bill and be added as a contact on your account. The third party is not responsible for paying the bill. However, that person can arrange for payment of your bill and be provided with information regarding your account. Third-party notification is useful for customers who might be out of town for extended periods, customers with physical disabilities, the elderly and non-English speaking customers. Both you and the third party must submit written authorizations to be included in this program. Visit delmarva.com/ThirdPartyNotification for more information.

Payment Policies

Late Payment Charges

The payment date is the date by which we must receive payment by. It is not the date that you mail it or submit it for payment by some other method. Bills are due when we issue them. They are payable within 20 days; your due date is reflected on your bill. If you do not pay by the due date shown on the bill, a 1.5% late charge will be added to the Delmarva Power portion of your current bill.

Repeated late payments will result in collection action and/or additional new deposits on your account.

Returned Checks

We charge a \$15 service fee for returned checks. The first time a check is returned, the fee may be waived. If more than one check is returned in any 12-month period, we will not accept another personal check. We will require future payments to be made in cash, certified check, cashier's check, money order or credit card.

Electronic Funds Transfer

When you send a check to pay your bill, you authorize us to process your payment electronically. If your payment is processed electronically, your checking account may be debited on the same day we receive your check.

Budget Billing

Budget billing is available for customers who would like to be able to budget for electricity or natural gas rather than paying bills that vary monthly and seasonally. With budget billing, your estimated energy costs are spread evenly over the entire year. The plan is open to residential customers and small, non-residential customers who meet eligibility criteria. Visit delmarva.com/BudgetBilling to check your eligibility.

Extended Due Date

All customers are eligible for an extended due date. If your bill is due just before your assistance check arrives, we may be able to extend the due date to help you avoid paying late charges depending upon the due date of your bill. This plan is open to residential customers who meet eligibility criteria. Call us at 800-375-7117 to apply.

Payment Installment Plan

If you are experiencing temporary financial hardships that make it difficult to pay your Delmarva Power bill, you may be eligible for a payment installment plan. Failure to adhere to conditions of the payment installment plan may result in cancellation of the plan and termination of your service. Delmarva will not allow more than three payment plans for residential customers during any 12-month period. See delmarva.com/Tariffs or call Customer Service for more information.



Delaware Electric Choice

As a Delmarva Power customer, you can shop for the electric supplier that fits your needs. This is called Delaware Customer Choice. You can stay with Delmarva Power for your electric supply under our Standard Offer Service (SOS), or you may choose a licensed competitive electric generation supplier. By shopping, you may be able to save money on your electric bill or buy environmentally friendly electricity. For a list of competitive suppliers, visit dep.sc.delaware.gov/customer-electric-choice.

Whether you choose to stay with us for your electric supply or choose another supplier, we will continue to deliver you safe and reliable electricity.

Please note: To help develop a competitive market, we are required by the Delaware Public Service Commission to make customer name and address information available to competitive electric generation suppliers unless you do not want us to provide that information. If you do not want us to provide that information, visit delmarva.com/DEoptout. Follow the prompts to remove yourself from this list.

Supply Price to Compare

The Price to Compare (PTC) is the average cost per kilowatt-hour (kWh) for supply based on your rate classification. You can use the PTC to compare Delmarva Power's SOS electric supply rate with offers from competing certified electric generation suppliers. The current PTC is printed on your monthly bill, and is also available at delmarva.com/PriceToCompareDE.

The PTC includes the cost of Delmarva Power's SOS and transmission service. It does not include other parts of

your electricity bill such as the cost to deliver electricity to your home, taxes and other charges that stay the same regardless of which supplier you choose. When evaluating supply offers, you should know the price information for each potential supplier and the amount of electricity you use each month. Be sure to review supplier materials before making any decisions.

For more information on how to choose and switch suppliers, visit delmarva.com/SupplierSwitch.

Payment Assistance Programs (Residential Customers Only)

Did you know that assistance programs are available to eligible residential customers of Delaware in need of financial assistance to help pay their energy bills? Programs are listed below.

The Low-Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance to those who qualify. For more information or to apply for LIHEAP assistance, visit assist.dhss.delaware.gov or call 302-654-9295 in New Castle County, 302-674-1782 in Kent County or 302-856-6310 in Sussex County.

Good Neighbor Energy Fund offers energy assistance to low-income customers. Call the Salvation Army at 302-472-0750 to see if you are eligible for assistance.

Termination of Service and Reconnection Policy

We can terminate, deny, or interrupt your electrical and gas service for the following reasons:

Termination of Service without Prior Notice

- Unavoidable shortage or interruptions in our source of supply or other emergencies
- Where an environmental or hazardous condition exists
- Tampering with our meter or equipment
- Whenever environmental or other hazardous conditions would expose Company employees to undue risk in the maintenance of customer service.
- Unauthorized use of service by any method, including diversion of electricity and/or gas around a meter
- Providing false or misleading information, such as name or social security number

Termination of Service with Prior Notice

- Non-payment of any bill for electric or gas service
- Repeated refusal to permit the Company reasonable access during reasonable working hours, for maintenance, meter reading or removal of equipment, inspection or replacement of equipment.
- Misrepresentation of or failure to disclose a material fact in an apparent attempt to defraud the Company or to avoid payment of any outstanding bill for service rendered.
- Failure to pay Service Installation Costs.
- Failure to remedy conditions having detrimental effect on the service of others
- Failure to pay third party electric generation charges
- Non-compliance with the rules and regulations in the Company tariff as filed with the Delaware Public Service Commission.

You can view our tariffs at delmarva.com/Tariff or call Customer Care at 800-375-7117 for more information.

Termination of Service Notification

- A notice of the intent to terminate service is sent separately from the bill at least 14 days before service is terminated. Termination notices will include the following:
 - The account number, service address and customer name whose service is to be terminated
 - A statement of the reasons for the proposed termination and the date on or after which the proposed termination will occur
 - Charges for service reconnection, if any, and a statement of the total amount due, if applicable
- A statement that it is your responsibility to notify the Company that you, or an occupant of the premises, is so ill that termination of the utility service would adversely affect health or recovery.

Termination of Service for Non-Payment

We will not terminate your service if:

- You can show reasonable evidence that the bill has been paid
- The outstanding bill is the subject of a formal dispute between you and the Company
- Payment of the bill's overdue balance is made to our service person who comes to terminate the service

If you are not home when service is terminated, we will leave a notice with instructions on how to have your service restored.

Seasonal Termination of Service Procedures for Non-Payment

Winter termination of service regulations are in effect from November 1 through March 31. During this period, if you are behind on your bills, we will attempt to contact you by telephone or personal visit. If you do not enter into a payment agreement with us, service can be terminated. However, we will not terminate service to any residential customer because of nonpayment on a day when the forecast temperature at 8:00 a.m. is 32 degrees Fahrenheit or below.

Summer termination of service regulations are in effect from June 1 through September 30. During this period, if you are behind on your bills, we will attempt to contact you by telephone or personal visit. If you do not enter into a payment agreement with us, service can be terminated. However, we will not terminate electric service for any residential customer due to nonpayment on a day when the heat index forecast at 8:00 a.m. is 105 degrees Fahrenheit or higher.

Medical Certification Procedures (Residential Customers Only)

If you or any member of your household is so ill that termination of the utility service would adversely affect health or recovery, please contact Customer Care at 800-375-7117 or visit delmarva.com/EMENP to obtain the necessary medical certification form for you, a licensed physician, physician assistant, or advanced nurse practitioner to complete and fax or mail back to us.

Termination of service may be postponed for up to 120 days if you provide us with a medical provider's certification that termination of service would be detrimental to the health and safety of the occupant.

Emergency Medical Equipment Notification Program

Once enrolled in our Emergency Medical Equipment Notification Program, you will receive an information package to help you prepare for emergencies, notification of scheduled outages in your area and notification of severe storms such as hurricane warnings that could lead to extended outages on our electric system.

Please be advised that we do not provide participants with priority restoration during storm restoration situations. If the loss of electricity would jeopardize the life or safety of persons with special medical needs, it is the customer's or occupant's responsibility to provide backup systems or other alternatives for meeting those medical needs.

Restoration of Service

Service terminated for nonpayment will be restored when the minimum payment due is paid, or when the conditions listed earlier under the "Termination of Service with Prior Notice" heading are corrected, and upon payment of a reconnection fee and deposit, if applicable. The deposit status of the account will be subject to our review. We will normally restore service within 24 hours once all requirements have been met.

Billing Adjustments

Incorrect billings resulting from clerical error, incorrect meter installation or reading, incorrect application of the Service Classification or other similar reasons, shall be corrected and corrected bills shall be issued to the customer.

If the customer's account has been undercharged and additional charges are due, we cannot bill you for more than 12 months prior to when we discovered the error unless authorized by the Commission, or except where the additional charges are due to meter tampering, theft, or fraud. We will offer installment payments for at least the same number of months the account was billed in error if you are unable to pay the revised amount in full.

If your account has been overcharged, we will refund the amount due by credit to your account or you may submit a request in writing for a refund by check.

Bill Disputes

If you have a dispute about your bill or termination of your service, call us for a review of your concern at 800-375-7117. During a bill dispute, you are not required to pay the disputed amount, but you are required to pay the undisputed portion of that bill for your service to continue. If our review determines that the bill is accurate, you must pay the full amount of any outstanding balance. If it remains unpaid, electric service will be subject to termination.

Resolution of Disputes

If you have attempted to resolve your dispute with us and disagree with our decision regarding your dispute, you may file an informal complaint with the Division of the Public Advocate by letter, website, email, or phone to the following:

Delaware Division of the Public Advocate

29 South State Street

Dover, DE 19904

Phone: (302) 241-2555

Toll-free in Delaware: (888) 607-2427

Website: publicadvocate.delaware.gov

Email: public.advocate@delaware.gov

Include the following information with your complaint to the Public Advocate:

- Your name, address, email address and account number
- Utility involved in the dispute
- Reason for the dispute
- Summary of your efforts to resolve the dispute with the utility
- Copies of bills, correspondence, or other documentation

While the complaint is open, Delmarva Power will continue to provide service to you, and if the proposed resolution of the informal complaint is not deemed satisfactory by you or Delmarva Power, then you may file a formal complaint with the Commission. Regardless of dispute proceedings, you are fully responsible to pay all undisputed amounts — past due, current or future — for service provided by Delmarva Power.

Ways to Save Energy and Money

We offer a variety of programs to help you save money and to encourage energy efficiency at home, making a difference in your monthly energy costs today and for years to come. For more information about the energy efficiency programs, please call us at 866-353-5799 or visit us at delmarva.com/WaysToSave.

Delaware Energy Efficiency Programs

Additional energy efficiency programs are offered by Energize Delaware. Delaware residents can get access to qualified contractors, rebates and low-cost or no-cost assessments via programs such as Home Performance with ENERGY STAR® and the Home Energy Counseling & Check-up program. Visit **[EnergizeDelaware.org/residential](https://energizedelaware.org/residential)** or call 877-524-1339 for additional information.



Convert to Natural Gas

If you currently heat your home with electric, propane or oil, you may have an opportunity to convert to natural gas with Delmarva Power's My Switch To Gas program.

There are many benefits to making the switch to natural gas. It's a cost-effective energy source compared to heating with oil or propane. Natural gas is highly efficient, which means using less energy. It is not only a heating source, it can also be used for your hot water heater, dryer, range and more.

If you're interested in conversion or learning if natural gas is available in your area, contact our My Switch To Gas Team at **myswitchtogas@delmarva.com** or 302-429-3117. For more information, visit **delmarva.com/MySwitchToGas**.



Green Power Connection

Interested in going solar? Green Power Connection is our process, and team of experts, available for customers interested in generating their own electricity and connecting with the energy grid.

We support renewable energy and partner with our customers to ensure safe and reliable interconnection of Renewable Energy into the electric grid. Customers who generate their own electricity with renewable energy sources can interconnect with the electric grid and receive bill credits for any excess generation, through net energy metering.

Every solar project goes through a similar step-by-step process. Learn about the process for installing rooftop and commercial solar energy systems, and use our solar calculator to help estimate your installation costs and energy savings at **delmarva.com/MyGPC**.





Customer Service/Atención al Cliente

Monday–Friday

7 a.m.–7 p.m.

800-375-7117

To Report Outages or Wires Down

800-898-8042

Miss Utility

Call 800-282-8555 before you dig

Stay Informed. Stay Connected.

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