

Save A Tree

Go Paperless with Green Bill



Sign up through
My Account at delmarva.com



24 HOUR EMERGENCY NUMBERS

To report outages or wires down,
call us any time at:

(800) 898-8045 for the Eastern Shore, or
(800) 898-8042 in Cecil & Harford counties

Customer Service

Monday-Friday, 7 a.m. - 7 p.m.

1-800-375-7117

Miss Utility: Call **1-800-257-7777** or
8-1-1 before you dig



Your life. Plugged in.™



179-06-11/DP-MD

At Your Service

2011-2012

Maryland Customer Rights Pamphlet

Outages: Eastern Shore **(800) 898-8045**

Outages: Cecil & Harford counties **(800) 898-8042**

Customer Care: **1-800-375-7117**

Online: delmarva.com



Your life. Plugged in.™

Contents

- 2 Maryland Electric Choice
- 2 Miss Utility
- 3 Applying For/Transferring Service
- 4 Bill Payment
- 6 Payment Assistance Programs
- 6 Disconnect/Reconnect Policy
- 9 Customers' Rights and Responsibilities
- 11 Customers on Life-Support Equipment
- 12 How to Read Your Bill
- 16 How to Read Your Meter
- 17 Contact Us

24 Hour Emergency Numbers –

To report outages or wires down, call us any time at:

(800) 898-8045 for the Eastern Shore, or

(800) 898-8042 in Cecil & Harford counties

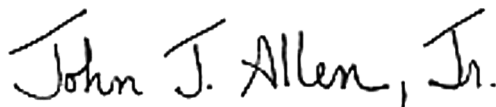
Dear Customer,

This Customer Information Guide includes information on your electric service, how to read your meter, and how your bill is calculated. We suggest you keep this guide handy for future reference.

This guide was prepared in compliance with the Code of Maryland Regulations (COMAR) 20.30.04 and with the cooperation and guidance of the Maryland Public Service Commission. We hope it will be helpful to you.

If you'd like more information on any subject covered here, please give us a call. We'll be glad to help.

Sincerely,



John J. Allen, Jr.

Vice President, Delmarva Region

Employee Identification

For your protection, all Delmarva Power employees are required to carry a photo-identification card with them at all times.

To protect yourself, ask to see the card of anyone who wants to enter your home claiming to be a Delmarva Power employee. We carry identification cards for your safety and expect to be asked.

Maryland Electric Choice

For many years Delmarva Power was the sole electricity supplier for our Maryland customers. With the advent of Electric Choice in July 2000, the electricity market became competitive. Maryland customers now have had the right to choose an electricity supplier other than Delmarva Power's Standard Offer Service. Electric Choice allows you to shop and compare prices, which may save you money on your electric bill. Even if you choose a competitive supplier, Delmarva Power will continue to deliver the electricity to you. The reliability of your service will not be affected by your choice.

Supply Price Comparison Information

To help you evaluate offers from suppliers, Delmarva Power provides the current seasonal price of Standard Offer Service electricity, the price of Standard Offer Service electricity for the next season (when available), and a 12-month weighted average cost of Standard Offer Service electricity on an annual basis based on the seasonal prices. The supply price information is provided in cents per kilowatt-hour (kWh) that includes generation (supply) and transmission service. It does not include other parts of your electricity bill such as the cost to deliver electricity to your home (distribution), taxes and other charges that stay the same regardless of which company you choose as your supplier. When evaluating supply offers, you should know the price information for each potential supplier and the amount of electricity you use each month.

Suppliers are licensed by the Maryland Public Service Commission. Review suppliers' materials before making any decisions. For more information, visit www.psc.state.md.us and click on the "Choice" link, or visit delmarva.com.

Miss Utility

Maryland law requires that anyone planning to dig 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. Striking an underground utility line

can cause death or severe personal injury, service interruptions to customers, equipment damage, and create a safety hazard. To obtain the location of our underground cables and equipment, call Miss Utility toll-free at 1-800-257-7777 or 8-1-1.

Anyone who fails to comply with Miss Utility laws is subject to a civil penalty of \$2,000 for the first offense, and \$4,000 for each offense thereafter plus 10 times the cost of the repairs.

Application for or Transferring Service

You can apply or transfer electric service at delmarva.com or by phone, in writing or in person. Written applications should include your names, address, social security number, home and work telephone number, and the name of your employer. As many as two individuals can be listed on the account. Only person whose names appear on the account may make changes to the account or to the electric service.

If there is a reasonable basis for questioning the authority of a person requesting service in the name of an applicant, the applicant may be asked to present satisfactory identification in person and to fill out a written application.

Estimated Bills

Unusual conditions, such as severe weather, bad road conditions, locked gates, and unfriendly dogs sometimes prevent our meter readers from reading your meter. In such cases, your bill will show an estimated reading, which is based on your usage history, weather factors, and the number of days since your last billing. All estimated readings are shown as such on your bill, with the word "estimated" printed next to the number.

Because we don't know exactly how much electricity you used since the last actual reading, the estimation may be slightly high or low. The next actual meter reading will give us an exact figure of your usage. We will adjust your bill to reflect any amount over or under our estimate.

You can help avoid estimated bills:

- Trim shrubs and brush in front of your meters.
- Avoid building decks, enclosed porches, or rooms around meters without having the meter moved.
- Keep dogs away from the meter reader's path to the meter.

Energy Prices

Rate Changes – Information on any changes in your rates is included in your monthly energy bill, as needed. Contact Customer Care at (800) 375-7117 for copies of the current rate schedules, or you can access our tariff at delmarva.com.

Seasonal Rate Difference – The demand for electricity is higher in the summer and so is the cost of meeting that additional demand. These costs are reflected in the summer rates.

Residential Rate Schedules for Electric Service

R Residential Service
R-TOU-ND Residential Time of Use Rate
For more information, call Customer Care at 1-800-375-7117 or visit delmarva.com and click on "Choices & Rates."

Bill Payment

Please contact Customer Care or visit our website, delmarva.com, for details on the following programs and policies:

Direct Debit Plan – Upon request, arrangements can be made with a participating bank to pay your Delmarva Power bill directly from your checking account each month — automatically. Enroll by checking the box and completing the form on page 2 of your bill.

Budget Billing Plan – An optional budget billing plan is available, upon request, for customers who would like to be able to budget for electricity rather than paying bills that vary monthly and seasonally. With budget billing, your 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.

Extended Due Date – Residential customers whose main source of total household income is from government or other low-income entitlement programs may be eligible for an extended due date. If your Delmarva Power 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.

Late Payment Charge – Customers who don't pay their bills by the date indicated on their bills will have a late payment charge added to their next bill. The late payment charge is 1.5% of any unpaid balance per month, and will be shown as a separate item. For a residential customer, however, the late payment charge can be waived once in any 12-month period, by request.

Returned Checks – If a check is returned to us by a customer's bank, an additional charge of \$15 will be added to that customer's account. Notice of a returned check and the resulting charge will be sent to the customer by first class mail. The returned check charge will be waived automatically once in any 12-month period.

If You Cannot Pay Your Bill

We're concerned that some of our customers may have difficulty paying their bills and might be worried that their service will be disconnected. We don't want that to happen. If you can't pay your bill on time, call us. We'll try to find a solution to help you.

Alternate Payment Arrangements

As soon as it becomes clear to a customer that the bill can't be paid, the customer should contact us; installment payments may be arranged. Eligibility and the amount of the installments will be determined by:

- the amount of the unpaid balance
- the ability of the customer to pay
- the customer's past payment record

- the length of time the bill has been outstanding

A finance charge of 1.5% of the unpaid balance will be added to the installment payment each month. If customers fail to keep their side of the agreement, we have the option of declaring the arrangement void and proceeding with normal collection, up to and including disconnection of service.

Payment Assistance Programs

For more information on the Maryland Energy Assistance Program and Electric Universal Service Program below, contact the local energy assistance agency in your area, or the Office of Home Energy Programs at (800) 352-1446.

Maryland Energy Assistance Program (MEAP)

MEAP provides assistance with home heating bills. Limited assistance is available to repair or replace broken furnaces.

Electric Universal Service Program (EUSP)

EUSP is a state program to assist low-income customers with their electric bills. Assistance may be available whether you are an active customer or you are currently without service. Eligible customers may receive help to pay their current bills or past due balances.

Utility Service Protection Program

Customers who are eligible for assistance from MEAP may also be eligible for participation in Maryland's Utility Service Protection Plan (USPP), a program to help customers avoid disconnection from November through March.

Disconnect/Reconnect Policy

Permissible Grounds for Service Disconnection

Electrical service may be denied, disconnected or interrupted, for the following reasons:

Disconnection Without Prior Notice

- Unavoidable emergencies, shortages or interruptions

in the company's sources of supply.

- Whenever hazardous conditions are found on the customer's property.
- Interfering or tampering with meters or company equipment, or theft of services.

Disconnection with Prior Notice

- Nonpayment of any bill for electric service that is greater than the amount of the customer's deposit, if applicable.
- Misrepresentation of identity to avoid payment of an outstanding bill.
- Failure to pay a deposit (as outlined on page 10) or service installation costs.
- Repeated refusal to grant access during reasonable working hours for maintenance, meter reading or removal, or inspection or replacement of equipment.
- Failure to remedy conditions that have a detrimental effect on the service of others.
- Noncompliance with the rules and regulations in the company tariff as filed with the Maryland Public Service Commission. You can view our tariff at delmarva.com, or call Customer Care at (800) 375-7117.

Disconnection Notification

A notice of the intent to discontinue service is sent separate from the bill at least 14 days before service is disconnected. 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 of the customer's rights and remedies, which will include a summary of the dispute procedures, utility address, and the telephone numbers where utility representatives may be reached;

- a statement that it is the responsibility of the customer to notify the utility if they are unable to pay for service in accordance with the requirements of the utility’s billing practices; and
- a statement that it is the responsibility of the customer to notify the utility that they, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment, a brief explanation of the special provisions regarding elderly, handicapped, or persons seriously ill or relying on life-support equipment, and an explanation of notification procedures.

Disconnection Of Service

Service is usually disconnected only on regular work days. However, disconnections may take place on Saturdays in special situations where service must be disconnected at a meter inside the premises and where the company has previously attempted to gain access to the meter on at least two weekdays.

Service will not be disconnected if:

- A customer shows reasonable evidence that the bill has been paid.
- The outstanding bill is the subject of a formal dispute between the customer and the company.
- The minimum amount due, plus a collection fee of \$38 per trip is paid to the Delmarva Power service person who comes to disconnect the service.

If the customer is not at home when service is disconnected, a notice will be left, with instructions on how to have service restored.

Seasonal Disconnection Procedures

From November 1 through March 31, winter disconnection procedures are in effect. During this period, Delmarva Power will attempt to contact the customers in arrears by telephone or personal visit. If the customer fails to enter into a payment agreement with Delmarva Power, service can be disconnected after Delmarva Power files an affidavit with the Maryland Public Service Commission. However,

Delmarva Power will not terminate service because of nonpayment to any customer when the forecast temperature at 6 a.m. is 32 degrees Fahrenheit or below during an extreme weather period. During the summer, Delmarva Power will not terminate electric service for any residential customer due to nonpayment when the temperature forecast at 6 a.m. is 95 degrees Fahrenheit or above during an extreme weather period.

Medical Certification Procedures

Disconnection may be postponed for up to 21 days if Delmarva Power is provided with a physician's certificate or notice from a public health official stating that the occupant of the residence is elderly, handicapped or relies on life-support equipment and that service disconnection would be detrimental to the health and safety of the occupant. In addition, the customer must enter into a deferred payment plan with Delmarva Power. A postponement of service disconnection for additional periods, not exceeding 30 days, may be made if the medical certificate is renewed AND the customer successfully maintains the established payment plan.

Restoration of Service

Service disconnected for nonpayment will be restored when the minimum payment due is paid, or when the conditions listed earlier under the “Disconnection With Prior Notice” heading are corrected, and upon payment of a reconnection fee. The account will be subject to a deposit. If there is a deposit on file, it will be reviewed for accuracy.

Normal working hours for field personnel are between 8 a.m. and 5 p.m., Monday through Friday, except on company holidays.

Customers’ Rights & Responsibilities

If customers believe their service has been interrupted improperly, they may wish to contact the Maryland Public Service Commission. The Commission’s address and phone number can be found on page 12.

Customer Deposits

The company may require a customer or prospective customers to pay a deposit or establish satisfactory credit. If a deposit is required, it will be 2/12ths of the average annual bill. The calendar year rates shall be established in December of each year to be effective January 1 of the following year. The rate shall be equal to the average of the percent yields of 1-year Treasury constant maturities for September, October and November of the preceding year.

Other deposit arrangements are made in cases involving short-term or special service conditions. A residential deposit can be deferred, at the customer's request, to the first month's bill, or it may be paid in up to three installments. Customers over the age of 60 may be exempt for a deposit on new service.

If a customer refuses to pay a deposit, service may be denied or terminated. Deposits may not be applied against overdue bills. A copy of the residential deposit rules as adopted by the Maryland Public Service Commission is available upon request.

Third-Party Notification

Residential customers may request that another person receive any notification that their service might be disconnected. The friend, neighbor, relative, or social agency is not responsible for paying the bill, but can make sure the customer is aware of any important notices. Third-Party Notification is especially useful for customers who might be out of town for extended periods, for customers with physical disabilities, for the elderly, and for customers who might find language a barrier.

Service Reliability

Delmarva Power retains information on service reliability factors – System Average Interruption Duration Index, System Average Interruption Frequency Index, and Customer Average Interruption Duration index. These reports feature reliability measures including number of interruptions customers experience and the length of time customers are

interrupted. For more information on these measures, contact Customer Care at (800) 375-7117.

Customers on Life-Support Equipment

If you or any member of your household rely on electricity to power life-support equipment, please contact Customer Care at (800) 375-7117 or visit delmarva.com to obtain the necessary certification form for you and your physician to complete and fax or mail back to us. Once enrolled in the 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 Delmarva Power does 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.

Also, Delmarva Power does not guarantee a constant supply of electricity and reserves the right to interrupt the supply without notice under emergency conditions, and at any time, for necessary repairs.

Settling Billing Disputes

If you wish to dispute your bill or a service disconnection, call Delmarva Power for a review of your concern.

In the course of a bill dispute, a customer is required to pay the undisputed portion of that bill for their electric service to continue. If Delmarva Power's review determines that the bill is accurate, the customer must pay the full amount of any outstanding balance. If it remains unpaid, electric service will be subject to disconnection.

Your Right to Appeal

Within seven days of receiving notice of Delmarva

Power's decision regarding a dispute, you may file an appeal with the Maryland Public Service Commission at the following address:

Public Service Commission of Maryland

Office of External Relations
6 St. Paul Street –12th Floor
Baltimore, Maryland 21202-6806
www.psc.state.md.us
(410) 767-8028; 1-800-492-0474 (toll free);
TDD: (410) 333-6661
8 a.m. – 5 p.m., Monday – Friday
(except holidays)

Include the following information with a customer complaint to the Public Service Commission:

- customer name, address and account number;
- utility involved in the dispute;
- reason for the dispute;
- summary of the customer's efforts to resolve the dispute with the utility;
- copies of bills, correspondence or other documentation.

The Public Service Commission may dismiss the complaint if it determines that the customer failed to comply with its regulations and did not negotiate with Delmarva Power in good faith. Regardless of dispute proceedings, the customer is fully responsible for all undisputed amounts — past due, current or future — for service provided by Delmarva Power.

Customers also may contact:

Office of the People's Counsel for Maryland
6 St. Paul Street
Suite 2102
Baltimore, MD 21202
1-800-207-4055

How to Read Your Bill

(See sample bill on pages 14-15 for key.)

1. The billing period – The time period during

which you received service and for which you are being billed.

- 2. Account details** – The name registered to the account, the service location and account number.
- 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 previous balance, payments received, charges for service used and the total amount now due.
- 5. The new 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 Charges** – This section includes the specific meter reading and charges for the current billing period for a service, which includes the number of billing days and whether you're on summer or winter rates.
- 8. Delivery Charges** – A detailed list of your delivery charges related to the cost of bringing electricity to you via the poles and wires for the current billing period. Go to our tariff at delmarva.com/home/choice/md/tariffs for more information about specific charges.
- 9. The Electric Summary** – Itemization of any changes or adjustments made to your account during the current billing period. Your bill may not print this summary if none apply.
- 10. Delmarva Power offers a Direct Debit plan.**
If you would like to have the amount of your monthly bill automatically deducted from your checking account, follow the enrollment instructions.
- 11. Supply Charges** – Reflect the cost for Delmarva Power to buy the produced electricity for you. This is the portion of your bill that you can compare to offers from competitive suppliers.

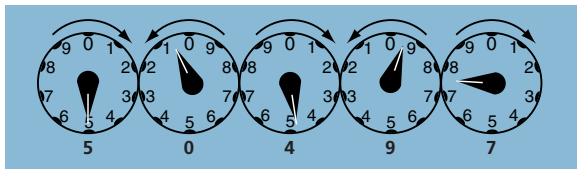
Total Electric Delivery Charges – A subtotal of your Customer Charge, Distribution Charge, Surcharges and Taxes. Go to our tariff at delmarva.com/home/choice/md/tariffs for more information about specific charges.

Supply Charges – The cost for Delmarva Power to buy the produced electricity for you. This is the portion of your bill you can compare to offers from competitive suppliers. If you choose a new supplier, you will pay that supplier's price for producing electricity instead of the price you currently pay Delmarva Power.

Standard Offer Service – This reflects the cost for Delmarva Power to buy the produced electricity if you do not choose a supplier other than Delmarva Power. The MD PSC supervises the acquisition of competitively priced electricity.

Procurement Cost Adjustment – A monthly charge or credit that ensures that Delmarva Power receives no more or no less than its cost for procuring supply services for Standard Offer Service customers.

Total Electric Supply Charges – A subtotal of your Standard Offer Service, Transmission and Procurement Cost Adjustment. Go to our tariff at delmarva.com/home/choice/md/tariffs for more information about specific charges.



How To Read Your Meter

Starting from the left, look at the hands on each dial and write down the last number passed by the hand. If the hand is between two numbers, always write down the smaller one. The reading for the illustration above is 50497. To find the amount of energy used between two readings, subtract the first reading from the second.

Note: Some meters have digital displays.

Total Electric Charges – The total of your delivery and supply charges for this billing period.

Contact Us...

By Phone

Customer Care can be reached for account service at (800) 375-7117, Monday through Friday, 7 a.m. to 7 p.m. TTY-TDD line for the hearing impaired: (800) 822-1200

On the Web at “My Account”

Access your electric bill and make payments online at delmarva.com by registering for My Account, a secure self-service option that will allow you to view and pay your bill, understand why your bill has changed and find ways to save energy.

By Mail

Correspondence can be sent to:
Delmarva Power
Billing Inquiries
5 Collins Drive, Mail Stop 84CP34
Carneys Point, NJ 08069-3628

Bill Payments

Delmarva Power
PO Box 13609
Philadelphia, PA 19101-3609

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 and your check will not be returned with your checking account statement.

In Person

Self Service Payment Kiosk
2530 N Salisbury Blvd.
Salisbury, MD
Monday through Friday, 8 a.m. to 5 p.m.