

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. **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. If you are a natural gas customer, you may see a similar section for your gas charges.



Sign Up for *MyAccount* & Green Bill

Want to do your part for the environment?

Eliminate your paper bill by signing up for *My Account* at delmarva.com and selecting the Go Green (paperless) billing option.

Definitions:

Delivery Charges – Reflect the cost of delivering the commodity of electricity and/or natural gas to homes and businesses via poles & wires or pipelines.

Customer Charge – A fixed monthly charge which reflects the cost of maintaining your service, regardless of how much energy you use.

Distribution Charge – The cost of moving electricity and/or natural gas from your local substation & power lines or pipelines to your home or business.

Total Electric (or Gas) Delivery Charges – A subtotal of your Customer Charge, Distribution Charge and Surcharges.

Supply Charges – The cost for Delmarva Power to buy the commodity of electricity and/or natural gas for you.

Standard Offer Service – Reflects the cost for Delmarva Power to buy the produced electricity if you do not choose a supplier other than Delmarva Power.

Total Electric Supply Charges – A subtotal of your Standard Offer Service Charge and Transmission Charge. 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.

Gas Cost Charge – Reflects the cost of the fuel itself. Delmarva Power does not profit on the natural gas it purchases for its customers.

Total Gas Supply Charges – Your gas cost charge.

Go to delmarva.com/home/choice/de for more information about choices and rates.

Delmarva Power is regulated by the Delaware Public Service Commission.

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delmarva power Your electric bill - Apr 2011
for the period March 28, 2011 to April 29, 2011

JOHN DOE
Account number: 1234 5678 9000
Your service address: 123 MAIN ST
ANYTOWN USA
Bill Issue date: April 29, 2011

Summary of your charges

Balance from your last bill	\$173.77
Your payment(s) - thank you	\$173.77-
Balance forward as of Apr 29, 2011	\$0.00
New electric charges	\$151.91
Total amount due by May 22, 2011	\$151.91

How to contact us
Customer service (Mon-Fri, 7am - 7pm) 1-800-375-7117
Electric emergencies & outages (24 hours) 1-800-898-8042
Natural gas emergencies (24 hrs) 1-302-454-0317
¿Problemas con la factura? 1-800-375-7117
Visit delmarva.com

Your monthly Electricity usage in kWh
Daily temperature averages: Apr 2010: 56° F Apr 2011: 54° F

May is electrical safety month! Visit delmarva.com to learn how to be safe around electricity.
Learn how to save energy and money by registering to use My Account at delmarva.com. It's free and easy!
Find helpful storm preparation and power outage information at delmarva.com.

Page 1 of 2

02
Return this coupon with your payment made payable to Delmarva Power

Account number 1234 5678 9000
Total amount due by May 22, 2011 \$151.91

11050089 01 AV 0.340 2000089
Amount Paid: \$

New Castle County
Delaware Customers:
PO Box 13605
Philadelphia PA 19101

Know How to Read Your New Energy Bill



Your life. Plugged in.™

