



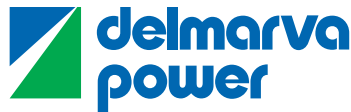
Factors Affecting Your Winter Bill

Your electric bill this month reflects a longer billing cycle than usual. This is due to the holiday season which postponed meter reading dates. As a result, your bill may cover up to 35 days of energy use, although it may vary depending on when the meter was actually read. In addition to a longer billing cycle, cold weather also may have contributed to increased usage and a higher bill than you anticipated.

Next month's bill, however, should reflect a more normal billing cycle. This means your bill should be close to normal for this time of year, especially if winter temperatures are not unusually cold and energy use is kept stable.

Delmarva Power understands that many customers are struggling to make ends meet due to the tough economy. If you're having trouble paying your bill, call us at 1-800-375-7117 before your bill gets unmanageable. We can propose fair and reasonable payment arrangements, if you qualify. Also, ask about our Budget Billing program that levels monthly payments to help you avoid cost spikes.

We encourage customers to always use energy wisely. Visit delmarva.com and register for "My Account." There you'll find tips to help you save energy and save money.



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