

FREQUENTLY ASKED QUESTIONS

“Is my meter working correctly?” The companies that make utility meters design them to survive the harshest outdoor weather, year after year. They are rarely the reason for an increase in your monthly bill. If, after reading this brochure, you still have questions, please call Delmarva Power Customer Care at 1-800-375-7117.



“How can I control how much my monthly bill is?” The amount you are charged is driven by how much you use. The meter records all the usage in your home. We attempt to read the meter once a month and charge you according to how much you used that month. The more you use, the higher your bill; and the less you use, the less your bill.

“Why is my neighbor’s bill lower than mine when our homes are similar in size?” Remember that your bill reflects the amount of electricity you use, and every household has its own unique energy needs. Different lifestyles, appliances (models and age), heating systems, home construction, family size and age - all of these factors and more affect the amount of electricity you use.

“Why is my bill different from the last place I lived?” When you move to a new home, many things that affect usage may be different. Your heating system and the efficiency of that system may be different from your last home. The new home may have a different amount of insulation. Even how efficiently your appliances work varies slightly from one place to another.

“Why does my bill change with the seasons?” Your bill changes because the amount of electricity you use varies from season to season. In the summer, for instance, fans, air conditioners, and swimming pools keep you cool and refreshed in spite of the heat. And even though summertime living may be easy, refrigerators and freezers are working their hardest. Through the shorter days of winter, on the other hand, the lights come on earlier and your electric dryer may be working overtime drying all those sweaters and heavy pants.

“Will my bill go down if I’m away?” Yes, but how much you will save depends on your actions before you go away. For instance, before you leave consider turning the thermostat down a few degrees to save money during the heating season or turn it up a few degrees to save money during the cooling season.

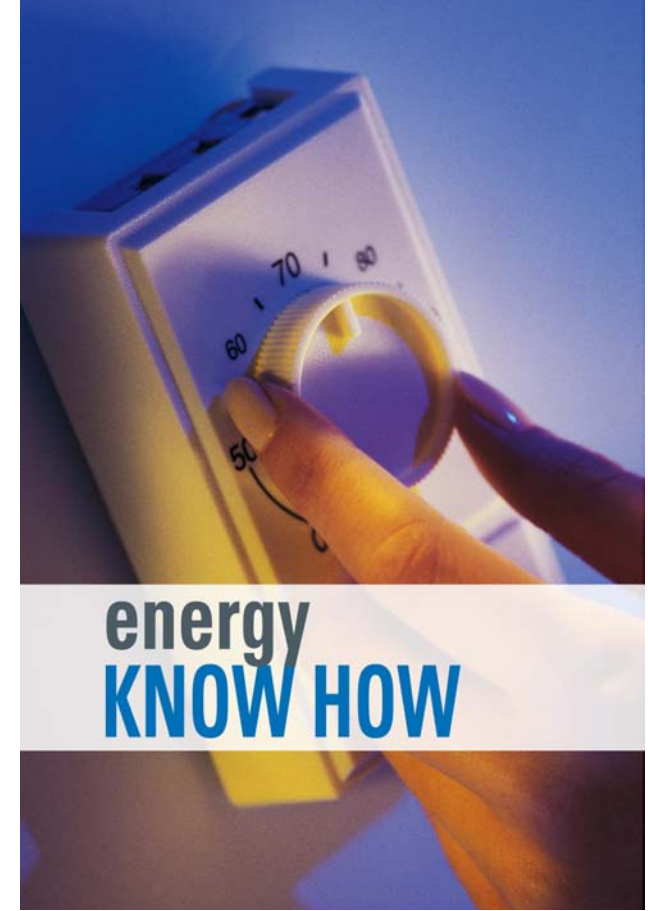
“I have very little money to spend on new light bulbs and such. What are some things I can do in my home to save energy without spending any money?” Proper thermostat settings are your greatest savings opportunity without spending a dime. We recommend keeping it between 62 and 68 degrees in the winter, and between 72 and 78 in the summer.

KNOW MORE:

To know more about how you can save energy, go to

www.delmarva.com

or call our Customer Care Center at **1-800-375-7117**.



energy
KNOW HOW

Know How to Use Energy Wisely.

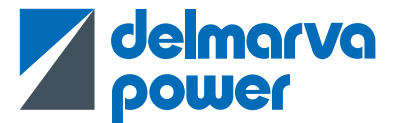
We’re connected to you by more than power lines.®



A PHI Company

P.O. Box 9239
Newark DE 19704

www.delmarva.com



A PHI Company

energy
KNOW HOW

279-12-05/Bro

BUILD YOUR ENERGY KNOW HOW

Did you know your best ally in saving energy dollars is you? Because, by reducing the amount of gas and electricity you use, you save money.

It's true, and Delmarva Power wants to show you how.

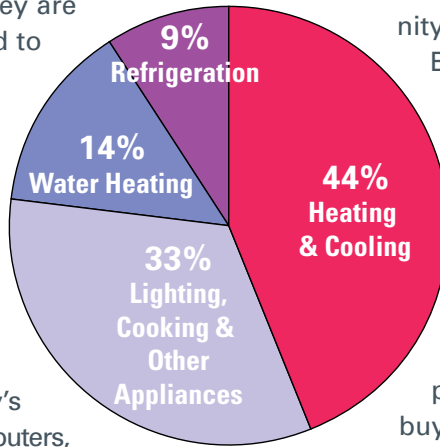
At Delmarva Power, we believe the more you know about energy costs and usage, the more you can learn how to save on your monthly utility bills.

By using energy more wisely, customers can save money and they can play a role in balancing the demand for power with the limitations of global energy supplies.

Use the table below to gauge how much you can save on your monthly energy bill by reducing the amount of energy you use in your home.

KNOW WHERE YOUR ENERGY DOLLARS GO

Most people don't realize how much more energy they are using today compared to a decade ago. For instance, new homes today are much bigger than they used to be, which means they are costing more to keep cool during the hot summer and heat during the cold winter. Today's homes have more computers, larger televisions and more electronic gadgets - all of which consume more energy and cost you more on your monthly utility bill.



In the home, there are a number of appliances that are the major energy users. Those appliances offer the greatest opportunity for energy efficiency and cost savings.

Below is a list of those major appliances and how you can save when using them.

MAJOR APPLIANCES, MAJOR SAVINGS

Water Heater The water heater is the second largest energy user in the home. If purchasing a new water heater, buy one that meets your household needs. Remember, you're charged for the water - and for heating it. Check the water heater manual for whether it is safe to turn the temperature down. If so, an energy-efficient temperature is 120 degrees or the "warm" setting.

Clothes Washer Use warm to cool water when washing clothes. You rarely need to use hot water unless the clothes are very dirty.

Air Conditioner Adjust thermostat to a comfortable, energy-efficient temperature, such as 78 degrees on summer days. You will save 3% to 5% on your air conditioning cost for each degree you raise the thermostat. If you install a programmable thermostat, it will do the work for you. An Energy Star-approved air conditioner will save you up to 10% over one that isn't energy efficient.

Dishwasher Run full loads only.

Refrigerator/Freezer If it's Energy Star-approved, it will cost about \$40 less a year to operate. If you have a second, older

refrigerator that you're not using but have plugged in just in case, unplug it and save \$130 a year.

Heater Adjust thermostat to a comfortable, energy-efficient temperature, such as 68 degrees during the winter. Each degree you

turn down the thermostat you will save 2% on your monthly heating bill. If you install a programmable thermostat, it will do the work for you.

ADDITIONAL ENERGY SAVINGS TIPS:

Lighting A typical household is estimated to save \$80 a year by switching to compact fluorescent light bulbs throughout the home.

Heating/Cooling Reduce your energy usage by 10% to 20%

by caulking windows and weather-stripping your doors.

Exhaust Vents Check your outside dryer exhaust vent to ensure it closes tightly so outside air is not getting into your home.

Storm Windows Install storm windows. They pay for themselves by keeping cold air out and preventing moisture from collecting on the windows.

Cooking Use a toaster oven, crock pot and microwave oven when cooking small- to medium-sized meals. Microwave ovens use 90% less energy to cook with than conventional ovens. When using a conventional oven, consider using glass or ceramic pans since they heat faster than metal pans.



<i>If your total energy costs are:</i>	<i>If you reduce your energy use by:</i>	<i>You can save:</i>
\$50 a month	10%	\$60 a year
	20%	\$120 a year
	30%	\$180 a year
\$100 a month	10%	\$120 a year
	20%	\$240 a year
	30%	\$360 a year
\$150 a month	10%	\$180 a year
	20%	\$360 a year
	30%	\$540 a year
\$200 a month	10%	\$240 a year
	20%	\$480 a year
	30%	\$720 a year