

Lines

THE NEWSLETTER FOR DELMARVA POWER CUSTOMERS IN DELAWARE

WWW.DELMARVA.COM

MARCH 2007

Living With 'Smart' Meters

It's a hot day in August in the not so distant future. A humid, 110 degrees hot. The kind of day that can drive electric bills through the roof. But not yours.

You have a "smart" meter and a "smart" thermostat. And, combined, they allow Delmarva Power to cycle your air conditioner so it's not running constantly while you're away at work. Your new, state-of-the-art meter is also linked to your appliances so your refrigerator can cycle as well, meaning you'll receive a credit on your electric bill for not using energy during a time when demand and prices are at their highest. As a result, you save money.

On that same day, a severe summer storm occurs while you're at work. The power is out at your house, but you don't know it. Not to worry, though. Delmarva Power is aware of your outage because the "smart" meter allows us to remotely detect power outages. When you get home, you notice the power must have gone out during the day. But it has since been restored with little

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

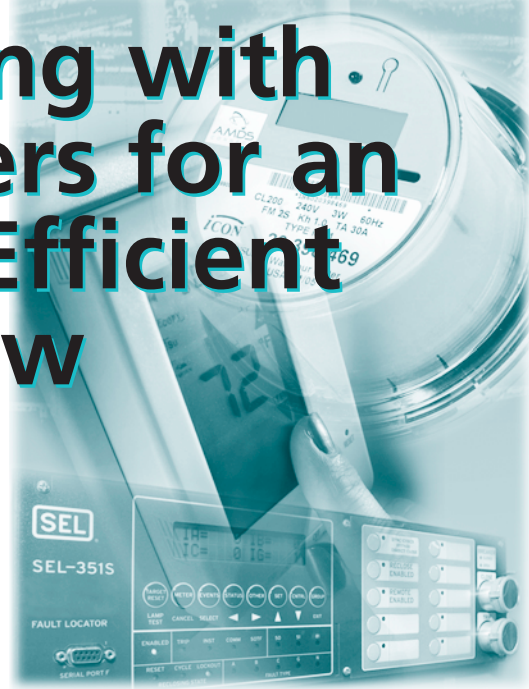
Partnering with Customers for an Energy-Efficient Tomorrow

As the price of energy was rising for all of us last year, we heard our customers say they wanted a solution to the national energy crisis that had now hit home.

Fast forward to this year. While electricity prices have stabilized, the energy challenges we face are still there given our society's growing appetite for energy.

Delmarva Power, along with its sister utilities in neighboring states, believes there is a way to reduce the cost of energy while protecting the environment. We believe this can be done through advanced technologies that will empower all of us to better manage our energy use.

Recently, Delmarva Power submitted its plan for an energy-efficient tomorrow to the Delaware Public Service Commission. Delmarva Power is hoping for swift approval of this comprehensive plan so the important work can begin.



Here's a snapshot of our proposal:

- Invest in state-of-the-art meters and thermostats that will help us:
 - Remotely identify the location of outages and restore power faster.
 - Eliminate the need for estimated bills.
 - Reduce energy costs by giving customers the tools they need to know more about how and when they use energy, such as during peak periods when the wholesale price of electricity is higher, so they can cut their demand when it's needed most and reap the savings.

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POWER OUT?

In New Castle County, DE; Cecil and Harford Counties, MD: 1-800-898-8042
In Kent & Sussex Counties, DE; and the Eastern Shore of MD & VA: 1-800-898-8045
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317

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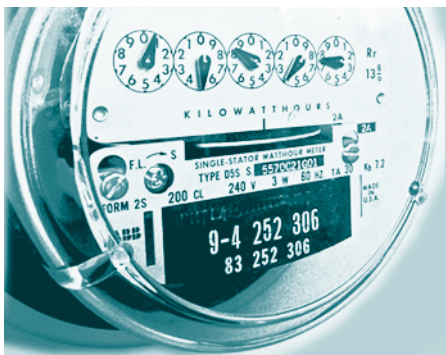
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DID YOU KNOW?

Q: *Why do you sometimes bill me based on an estimate of my usage?*

A: At Delmarva Power, we try to read customers' meters so that we can provide them with bills that accurately reflect their ener-

gy use. Unfortunately, sometimes we can't get to the meter due to inclement weather, a locked fence, a territorial dog or the fact that the meter is indoors and nobody is home. We also ask that customers make sure shrubbery around the meter is trimmed so we can safely access our equipment.

Customers have the option to read their meter and call the reading in to 800-375-7117. To read your meter, look at it at eye level and write down the reading exactly as it appears on each dial. If the hand is between the numbers, write down the smaller number. If

the hand is between 9 and 0, the smaller number is 9. If you have a digital meter, record the digits exactly as they appear. By calling your reading in to Delmarva Power, we will be able to base your bill on actual energy usage.

Have a question? Please send it to the attention of the Did You Know? Column, to one of the following:

Postal Address:
Mail Stop 79NC62,
P.O. Box 9239,
Newark, De 19714.

Fax: 302-283-6095

E-mail:
Lines@PepcoHoldings.com

Partnering with Customers for an Energy-Efficient Tomorrow

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- Provide customers with rebates and bill credits when they invest in energy-efficient appliances.
- Reduce the cost of energy for customers who participate in programs that will allow for the cycling of their home's energy guzzlers – air conditioning or electric heat pump equipment – when wholesale electricity prices are high.

- Offer customers incentives to generate their own electricity through renewable sources (e.g., solar or wind power) by giving them a credit for "selling back" the electricity they generate but don't use.

While our proposal only became public last month, it has been in the works for quite some time. In the coming months, you will learn more details about this initiative to reduce energy costs, enhance reliability and protect the environment.

Together, we can make a measurable contribution to meeting the nation's environmental challenges and at the same time make our electric bills more affordable.

Living With 'Smart' Meters

(cont. from front)

to no impact on you and your family.

That evening you open your electric bill. You notice that since the new meters came along, your bill is never estimated. It's based on your actual use. The occasional need to estimate your bill has been eliminated thanks to the new meters, which Delmarva Power can read from far away.

Later that evening, you hear hot, humid temperatures and severe rainstorms are in the forecast for the remainder of the week. Bad weather, you think, "that's not good." Even so, you're glad to have a "smart" meter to help deal with whatever the weather brings.

FOR THINGS TO DO IN THE REGION, VISIT www.delmarva.com

Click on "Community & Environment" on our Web site: www.delmarva.com. If you do not have access to the internet and would like a copy of the events this month, please call 302- 283-5825. To include a future event either in Lines or online, fax to: 302-283-6095, or send an e-mail to Lines@pepcoholdings.com.



A PFI Company

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: (800) 375-7117
TTY Telephone Number for Hearing Impaired: (800) 822-1200