

LINES

DELMARVA.COM

AUGUST 2009

What Is Standard Offer Service?

Did you know Delmarva Power delivers electricity but does not generate it?

Delmarva Power sold its generating plants with the advent of deregulation, which gave customers the opportunity to choose their electricity supplier.

Customers who do not choose an alternative electricity supplier receive Standard Offer Service or SOS. This means that Delmarva not only delivers your electricity, but purchases power for you in the wholesale market.

Maryland law requires Delmarva Power to buy electricity for its SOS customers from wholesale suppliers twice annually, using a competitive bidding process. These suppliers own power plants and produce electricity, or they buy and sell it in the wholesale market. The cost of SOS is passed directly to customers.

SOS rates are reset twice a year. New summer SOS rates take effect on the monthly bill beginning June 1 and run through September 30. Winter rates take effect on the monthly bill beginning October 1 and go until May 31.

For more information on SOS rates, visit delmarva.com.

Become an Energy Detective

Looking to save energy and keep utility bills down? Summer is a good time to investigate how you use energy. As you examine the evidence, ask yourself these questions:

1. Has there been a change in your living pattern?

You may have kids home from college or you may be working from home. More people at home means more hot water for showers and laundry, and a general increase in electricity use for lights, television, and dishwashing.



2. Have you checked the air conditioning filter?

Dirty filters make your air conditioner work harder. Clean or replace your filter monthly and schedule an annual checkup by a qualified technician.

3. What is your thermostat setting?

During the air conditioning season, Delmarva Power recommends a thermostat setting of 78 degrees, if health permits.

4. Have you added or replaced a major appliance?

If you purchased a plasma television for your home, be aware that some models use more than four times the electricity of a standard TV set.

5. Do you leave certain appliances such as cell phone chargers or high-tech gadgets plugged in when not in use?

Unplug these devices. They are known as "energy vampires" and they consume electricity even when they are turned off or in standby mode.

For more ways to save energy, visit delmarva.com and click on My Account.

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: 1-800-898-8045
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317*

Sail Safely

Delmarva Power wants you to remember that water and electricity don't mix. Follow these safety rules to avoid power lines while sailing.

- Maintain at least 10 feet of clearance between the highest point of your boat and the lowest part of all power lines.
- As you boat, look for signs indicating underwater electric and gas utility lines.
- Never anchor your boat near underwater cables or pipelines.
- Consider the tide when determining overhead and underwater clearances. Both clearances will vary at high and low tides.

- Power lines exist over roads, parking lots, waterways and boat storage facilities so always use the 10-foot clearance rule when hauling, storing or sailing your boat.
- When fishing onboard, check for overhead lines before casting your line.
- If your boat contacts a power line, DO NOT JUMP IN THE WATER. Remain on the boat and avoid touching all metal.

Get Credit for Using Energy Wisely

Delmarva Power is launching a five-year program that will provide significant reductions in power demand at peak times of the day.

It's called Energy Wise Rewards™, and it's part of the EmPOWER Maryland Initiative launched by Maryland Governor Martin O'Malley. The EmPOWER initiative's goal is to reduce energy consumption in the state by 15 percent by the year 2015.

Energy Wise Rewards is open to Maryland residential customers who have central air conditioning or central heat pumps and voluntarily register for the program. Customers can select either an outdoor cycling switch or an indoor smart programmable thermostat.

Both devices allow Delmarva Power to "cycle off" a participant's central air conditioning system during critical peak energy use hours, but keep the air circulation fan running. This means customers will help reduce high demands during the hottest days of summer when energy conservation is needed.

Participants will receive a credit of up to \$160 on their Delmarva Power bill, depending on which of three program tiers they select. By taking advantage of the latest conservation technology, customers will help avoid paying for expensive new power plants.

Look for enrollment information in the mail in the coming months. For more information about the Energy Wise Rewards Direct Load Program, call 1-866-353-5799 or visit delmarva.com

Monthly Rate Credit Begins for Residential Customers

In June, Maryland residential customers started receiving a \$1.50 monthly credit on their Delmarva Power bill.

The "RGGI Rate Credit" helps offset surcharges for the cost of programs to decrease energy demand and promote clean energy in Maryland. RGGI stands for Regional Greenhouse Gas Initiative.

Funding for the RGGI credit comes from the Maryland Strategic Energy Investment Fund, which receives proceeds mainly from the sale of CO₂ emission allowances by the state. The credit will be adjusted quarterly. To learn more about RGGI, visit www.rggi.org/rggi.

Things to do
in the region

SEPTEMBER 2009

MARYLAND (AREA CODE 410)

Sept 4-6: National Hard Crab Derby; Somers Cove Marina; 410-968-2500, www.crisfieldevents.com.

Sept 5-6: 6th Annual Ragin' on the River; Susquehanna River at Marina Park, S. Main St., Port Deposit, 443-807-1363, www.portdepositcc.com, www.goboatracing.net.

Sept 6: Boat Docking Contest; Somers Cove Marina; 410-968-2500, www.crisfieldevents.com.

Sept 26: Cardboard Boat Regatta & Waterfront Festival; Wilmer Park, Chestertown; 410-778-7295, www.ces.washcoll.edu.

Sept 26: Freedom Hills Therapeutic Riding Program Christian Music Festival Benefit; Port Deposit; 410-378-3817, www.freedomhills.org.

Sept 26: Oxford Library's 33rd Annual Book Mart; Oxford Library grounds, Market St.; 410-226-0018.

FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at delmarva.com.

To include a future event either in Lines or online, fax to: 302-283-6095, or send an e-mail to lines@delmarva.com.