

## Service Restoration Charges

If your service is disconnected, there is a restoration charge required before service will be reconnected. This charge will be one of the following:

**\$30.00** when restoration is made during normal hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except company holidays.

**\$60.00** when restoration is made from 5:00 p.m. to midnight, Monday through Friday—or, from 8:00 a.m. to midnight on Saturday, Sunday or on company holidays.

**\$90.00** when restoration is made during the hours of midnight and 8:00 a.m., any day of the week.

A deposit may also be required.

## Energy Assistance

There are funds available that can help those in need of energy assistance. For information about Maryland programs, please contact the state Department of Human Resources at (800) 352-1446. Several programs are offered, including the Electric Universal Service Program, the Maryland Energy Assistance Program, and the Utility Service Protection Program.

## Third Party Notification

We offer a Third Party Notification Plan which, with mutual agreement, allows a second person to receive a copy of any disconnect notice sent to you. The second person is not responsible for your bill, but would be informed of any notice to disconnect your service. Please call Customer Care at (800) 375-7117 for additional information on this plan.



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# URGENT

**Important Notification to Residential Customers Whose Electric Service is Subject to Disconnection for Non-payment.**

***Electric Disconnection can be avoided...but we need your cooperation.***

The enclosed notice states that your service is subject to disconnection for non-payment. By order of the Public Service Commission of Maryland, you have the following rights and responsibilities regarding termination of your service for non-payment.

## Your Responsibilities as a Customer

It is your responsibility to contact us if you are unable to pay your bill. Failure on your part to contact us will result in your service being disconnected. Please contact Credit and Collections at (800) 466-9495. Alternate payment plans are available, and it is your responsibility to negotiate with us on the number and amount of payments. It is also your responsibility to notify us that you or a permanent occupant of your house is elderly (aged 65 or older), handicapped, has a serious illness, or relies upon life-support equipment. If you notify us of one of these conditions, we will do the following:

### Elderly or Handicapped

Between the time you receive the disconnect notice and the actual date of disconnection, we will attempt to make contact by telephone or personal visit. We will inform you of possible sources of financial assistance and of our alternate payment plans. If we cannot contact you, we will leave a copy of the disconnect notice.

### Serious Illness or Need for Emergency Medical Equipment

Disconnection may be delayed beyond the scheduled date if it will aggravate an existing illness or prevent the use of emergency medical equipment of any occu-

pant of the home. The serious illness or need for emergency medical equipment must be certified to us in writing by a registered physician stating the name and address of the ill person, whether he or she is the customer or an occupant of the premises, and the nature of the problem, together with a statement that the disconnect will aggravate the illness or prevent the use of the equipment. The name and address of the certifying physician must also be provided.

Either you or the certifying physician may initially telephone us of your intent to obtain certification.

It is your responsibility to promptly enter into an agreement with us for the payment of past due as well as current accounts for service.

## Your Rights as a Customer

It is your right to dispute the proposed disconnect or to reach an agreement with us for payment of past due bills to avoid termination. We will make a decision regarding your dispute and promptly inform you of that decision.

It is your right to file a complaint with the Consumer Assistance Section of the Public Service Commission of Maryland within seven days if you disagree with our decision on your dispute.

## Dispute Procedures

If a customer questions a bill, believes a termination notice has been sent improperly, or believes that service has been interrupted improperly, he or she should contact our customer service center so we may begin an immediate investigation and report our findings.

You can call Delmarva Power Customer Care at (800) 375-7117 from Monday through Friday, 7 a.m. to 7 p.m.

Correspondence should be sent to:

Delmarva Power  
Billing Inquiries  
5 Collins Drive Ste 3381  
Carneys Point NJ 08069-3628

Bill Payments should be sent to:

Delmarva Power  
PO Box 17000,  
Wilmington DE 19886-7000

If the customer disagrees with our findings, he or she may contact the Office of External Relations and Public Affairs, Maryland Public Service Commission from 8 a.m. to 5 p.m., Monday through Friday, at the following address and phone numbers:

Maryland Public Service Commission  
External Relations  
William Donald Schaefer Tower  
6 Saint Paul Street, Baltimore, MD 21202  
(410) 767-8028, (800) 492-0474,  
or TDD at (800) 735-2258.