

Frequently Asked Questions

What Are Smart Meters?

A smart meter is an electronic meter that can communicate two ways – from your home to Delmarva Power and from Delmarva Power to your home. These meters use advanced technology to help Delmarva better track and report back to you your energy usage.

The meters bring with them a number of benefits including more accurate billing, enhancements to Delmarva Power's online billing feature *My Account*, remote on/off activation of power, and an improved ability for our customer service specialists to respond more quickly and thoroughly to your needs.

Why Am I Getting One?

Delmarva Power is working with the State of Delaware to help meet energy-efficiency guidelines, and Smart Meters are a critical part of that effort.

Equally important, Delmarva Power is making a proactive effort, through its deployment of smart meters, to help customers make better informed decisions about their energy usage.

Smart Meters are designed to offer utilities and their customers a number of key benefits. These include better insight into customer usage and billing, as well as increased reliability and improved customer service.

When Will I Get My Smart Meter?

Businesses and residents will receive new smart meters during the course of this year. The goal is to have all smart meters installed in the State of Delaware by early 2011.

Will I Receive Any Notice Before the Meter Exchange?

A letter, along with a fact sheet, will be mailed to every customer approximately one to four weeks before the planned meter exchange.

What Do I Have to Do?

The good news is that there is very little you have to do during this process. We encourage you to make sure your meter is easily accessible from the outside. When the time gets closer for you to get your meter, you will receive more information, and may be asked to turn off critical appliances that cannot be interrupted (such as computers, etc.) during the time of installation. Lastly, visit www.delmarva.com and register for My Account, if you have not already. This is the fastest and easiest way to stay up to speed on your smart meter benefits.

Important Note : If you are on life support and have registered in our Emergency Medical Equipment Notification Program, our installers will knock on your door before they begin the installation to make sure it is OK to interrupt your service for a brief period. If you are not home or cannot take a brief power interruption, we will leave a door hanger instructing you to call to set up an appointment.

Will I Lose Power During the Meter Exchange?

The meter exchange may result in a brief interruption of electric service and you may need to reset your clocks and other electronic equipment after the exchange. Because of the possible interruption of electric service, we recommend that you turn off all sensitive equipment, including computers, before the exchange. If you have natural gas service, in most cases, your gas service will not be affected.

What Types of Costs Will I Incur?

Delmarva Power is making the initial investment in Smart Meters for its customers. As of now, there are no additional costs associated with you receiving your smart meter.

However, it may be determined at a later rate case that some costs will be passed on to customers. It is our goal at Delmarva Power for our customers to reap long term benefits and advantages from these new Smart Meters that will outweigh any costs associated with the installation.

How Will I Benefit From a New Smart Meter?

Delmarva Power sees a number of short and long term benefits for customers. They include:

- **Environmental Benefits** - Smart Meters help improve the environment by reducing emissions through plant reduction as well as fewer cars on the road from Delmarva Power's fleet;
- **Reduced Need to Enter Customer Homes to Read or Activate Meters** • – Smart Meters enable remote meter reading so Delmarva Power does not have to enter customer homes to read meters
- **Improved Accuracy of Billing**- Smart Meters will help prevent estimated bills, and ensure more accurate billing.
- **Information for Customers** – Smart Meters will enable Delmarva Power to view and display detailed information about your peak energy usage; Delmarva Power will then provide information to customers about how they can lower their energy bills through upgrades to the online *My Account* service
- **Improved Customer Service** -Smart Meters, through new two way communications technology, will help Delmarva Power better serve customers because representatives will have better access to customer information;
- **Improved Ability to Restore Service During Outages** -Accessing meters remotely also will help Delmarva Power identify losses of power and, in some cases, restore power from a central location.

It is important to note that not all benefits will be immediately available. Benefits will continue to roll out over the next few years, with the soonest benefits appearing within 6 months of the installation of your new meter

Has Public Health or Regulatory Agencies Found A Health Risk from Smart Meters?

No. Scientific research has been conducted on radio-frequency (RF) fields and health for several decades. Recent research has focused on RF at cellular phone frequencies. This body of research has been reviewed by many public health and regulatory agencies, including the Food and Drug Administration (FDA), the Federal Communications Commission (FCC), the World Health Organization (WHO) and the National Cancer Institute (NCI). None of these organizations has found that the RF signals from smart meters cause or contribute to any adverse health effects. For example, a recent review by the WHO's International Agency for Research on Cancer (IARC) concluded that while some studies suggest a possible relationship to cancer based on prolonged use of cell phones, RF exposures from cell phones cannot be considered an actual cause of cancer or even a probable cause. IARC also found that there was inadequate scientific evidence of any cancer risk due to RF fields from environmental sources, such as cell phone towers and wireless networks. WHO has further emphasized that "no adverse health effects have been established as being caused by mobile phone use." For detailed information provided by these organizations, visit their websites at:

FDA: <http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/HomeBusinessandEntertainment/Cellphones/ucm116335.htm>

FCC: <http://www.fcc.gov/oet/rfsafety/rf-faq.html>.

WHO: <http://www.who.int/peh-emf/en/>

NCI: <http://www.cancer.gov/newscenter/pressreleases/2011/IARCcellphoneMay2011>

How frequently does the smart meter send out a signal?

Most smart grid devices use radio frequency (RF) fields for only a very few minutes each day to send signals. Rather than continuous output, Delmarva Power's smart meters are idle most of the time, only turning on periodically to send a brief transmission. An individual meter is idle more than 99 percent of the time.

How long has research been done on the health effects of the smart meters Delmarva Power is using?

Over the past decade, there have been hundreds of studies in this area. The smart meters being installed by Delmarva Power use very low-power radio frequency (RF) fields to transmit power usage data. The RF fields used by smart meters are in the same frequency ranges used by cellular and cordless phones, but are at much lower power and typically occur for less than a total of one minute per day. There is a large body of scientific research on RF fields and health. Federal Regulatory agencies have conducted detailed reviews of this scientific research and have not found any reliable basis to conclude that there are health risks related to RF exposures at levels below recognized standards.

Can the signals get crossed and the wrong information be used to bill an account?

This is very unlikely. Each meter is assigned a unique number for each customer location. Data from a customer's location is matched with the meter number assigned to that customer location before it is sent to PHI's billing system for processing.

I have solar panels installed at my home. Sometimes I cannot access My Account or see my usage data via My Account. Why is that?

Net metering customers, for example, customers with photovoltaic systems that are interconnected with Delmarva Power's grid, are at the forefront of a wave of change in the energy industry. The separate electric generating systems at their premises are not yet fully compatible with the My Account online energy analysis tool. Currently, the software prevents the display of self-generated energy-use data, and some net metering customers may be unable to enroll in My Account. No timetable is yet available as to when these changes will be available.