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## Frequently Asked Questions about Delaware Electric Choice

**1. How will I benefit from electric choice?** You have the ability to choose a supplier that best meets the needs of your home or business. Suppliers may offer lower prices, innovative services, or environmentally friendly electricity options.

**2. What exactly am I choosing?** The only thing that is changing is your ability to choose who provides your electricity. Delmarva Power will continue to deliver the electricity to you and maintain the poles and wires.

**3. Do I have to choose a supplier?** No. If you do not choose a competitive electricity supplier, Delmarva Power will continue to supply and deliver electricity to you at rates set by the Delaware Public Service Commission. You still have the option to choose a supplier at a later date.

**4. Will I save money by participating in the program?** That depends on the prices offered by suppliers. You will be able to compare prices and services and choose what is best for you.

**5. Is there a deadline for enrolling with a supplier?** No. You can choose a supplier whenever you wish.

**6. Do I enroll through the supplier?** Yes. You must contact your supplier of choice to enroll.

**7. How do I enroll with a supplier?** You can agree to a contract either verbally or by signature. The supplier must clearly advise you of the terms of the contract.

**8. If I sign up with a supplier, when does supplier service start?** Delmarva Power will send you a confirmation letter that will inform you of the service start date. If the supplier notifies Delmarva Power of your choice 15 days prior to your next meter reading date, you will be switched on the next meter reading date. If your next read date is less than 15 days away, you will be switched to the supplier the following month.

**9. If I choose, will I still be a Delmarva Power customer?** Yes. Whether you choose an electricity supplier or not, Delmarva Power will continue to deliver electricity to your home or business through the existing poles and wires and restore service in the event of any disruption, such as storm damage.

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## Three Easy Steps to Enroll

**1. Shop for a supplier.** Compare prices, services, or environmental factors.

**2. Enroll with the supplier.** You must authorize the contract by signature. The supplier will notify Delmarva Power of your choice. Each customer can have only one electricity supplier at a time for each account.

**3. Sit back and relax.** Delmarva Power will send you a confirmation letter to verify your supplier selection, billing option, and supplier service start date. You will have ten calendar days to cancel your selection.

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## For More Information

*Public Service Commission Choice Line*

Toll Free: 877-SHOP-DEL (877-746-7335)

[www.state.de.us/electric](http://www.state.de.us/electric)

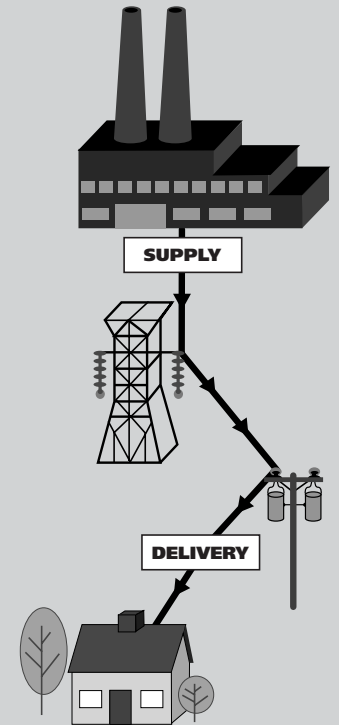
*Delmarva Power's Choice Center*

800-775-9990

[www.delmarva.com](http://www.delmarva.com)



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*Delaware Electric  
Supply Choice*

**INFORMATION GUIDE**



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## The Basics of Electric Choice

Your electric service consists of two main parts:

■ **Supply:** The generation or re-selling of electricity;

■ **Delivery:** The delivery of electricity through the local distribution lines to your home or business.

Currently, Delmarva Power handles both functions. Under Electric Supply Choice, you are able to choose a competitive supplier to provide your electricity supply. By shopping, you may be able to save money, purchase innovative services, or buy environmentally friendly electricity.

Whether you choose a supplier or not, Delmarva Power will continue to deliver the electricity to you through the same power lines that exist today. The reliability of your electric service will not be affected by your choice. Delmarva Power will also continue to read your meter, maintain the power lines, and restore service in the event of any disruption, such as storm damage.

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## Comparing Prices

To help you compare supplier offers, a “price to compare” has been calculated for each rate class. The price to compare is the average, annual price per kilowatt-hour (kWh) that customers in each rate class pay Delmarva Power for electric supply. On your bill, your supply charges are listed as “Electric Supply Charges.” If you choose a competitive supplier, you will pay the supplier’s price for electric supply instead of the Delmarva Power price.

The price to compare for your rate class is listed on the enclosed Account Information Form.

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## Selecting a Billing Option

If you choose a competitive electric supplier, you should consider their billing options.

- Separate bills from your new electric supplier and Delmarva Power
- A combined bill from Delmarva Power
- A combined bill from your new electric supplier

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## Licensed Suppliers

Competitive suppliers must be licensed by the Delaware Public Service Commission. A list of current suppliers is included in this kit. Contact the suppliers to find out about the prices and services they offer. For more information, see the Electric Choice website at: [www.state.de.us/electric](http://www.state.de.us/electric)

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## Questions To Ask Potential Suppliers

- Is the supplier licensed by the Public Service Commission?
- What is the total price per kilowatt-hour (kWh)?
- Does the price stay the same or does it vary?
- What is the length of the contract?
- Is there a fee for early cancellation of the contract?
- What billing options does the supplier offer?
- What fuels are used to produce the electricity?

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## If You Do Not Choose A Supplier

Delmarva Power will continue to supply and deliver electricity to you at regulated rates approved by the Delaware Public Service Commission.

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## Canceling & Switching Suppliers

If you wish to cancel your service with a supplier, you can do so by contacting your supplier or Delmarva Power. You should talk to your supplier to find out if there are any cancellation penalties included in your contract.

To switch to a new supplier, simply enroll with the supplier. The supplier will notify Delmarva Power of your choice.

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## Account Information Definitions

### Capacity–Peak Load Contribution for Capacity:

The amount of generating capacity, based on your usage, that your chosen competitive electricity supplier must provide.

**Competitive Electric Supplier:** A company, licensed by the state, that sells or offers to sell energy services on an unregulated basis.

**Distribution Services:** The delivery of electricity through the local distribution lines to your home or business.

**Electricity Supply Service:** Generating or re-selling electricity, including transmission of the commodity.

**Kilovolt Ampere Reactive (kVAR):** A measure of “reactive demand.” Motors, transformers, and fluorescent lighting require an electric field, measured in kVAR, to operate properly. This type of consumption must be measured by a kVAR meter and cannot be measured by a regular active demand meter.

**Kilowatt-hour (kWh):** A measure of electric usage, 1 kWh = 1000 watts used for 1 hour. If you use 1 100-watt bulb for 10 hours, you use 1 kWh of electricity.

**Kilowatt (kW):** A measure of active electricity demand - the maximum amount of electricity used during a specified time period.

**On-Peak:** Period of high demand, often billed at higher rates, reflecting higher costs, as defined in our tariff. This only affects customers billed under a time of use rate schedule. Tariff details available at [www.delmarva.com](http://www.delmarva.com).

**Profile ID–Load Profile:** An estimation of a customer’s hourly electric usage based on average historical patterns of usage.

**Price to Compare:** The average annual price per kWh that customers in each rate class pay Delmarva Power for electric supply. Compare this price with the prices offered by a competitive electric supplier to see how much you could save.

The price to compare includes the cost of supply and transmission.

**Transmission–Peak Load Contribution for Transmission:** The movement of electricity from the generation facility to the local distribution company. The amount of transmission capacity, based on your usage, that your chosen electricity supplier must reserve.