

Making the Switch to Natural Gas Frequently Asked Questions

- 1. Can I save money by switching to natural gas for heating my home?** Yes, you can lower your energy bill compared to what it costs to heat your home with oil, propane or resistance heat. Savings vary according to fuel source and heating equipment.
- 2. How will Delmarva Power determine if natural gas is available to me?** We will review gas system maps to see how close existing mains are to your home. The review will also determine if it will be economically feasible to serve you and your neighbors (if you live in a neighborhood).
- 3. If gas is available in my neighborhood, what is the next step that I need to take to initiate the process of bringing gas to my house?** We encourage you and as many of your interested neighbors (the more that switch, the lower the cost) to each submit a customer application today. You can get a customer application at delmarva.com or by calling our Residential Gas Coordinator at **302-429-3117**.
- 4. How much is the required deposit?**
Delmarva Power will not extend a gas main to a street or a subdivision without sufficient support from the street/subdivision residents. When it is time to determine whether there is enough support to extend the gas main line, we will collect a \$200 refundable deposit with each gas service application. **The \$200 refundable security deposit signifies that individual resident's support for bringing the gas main line**
- into the neighborhood.** The deposit is refundable if you switch to natural gas within five years of the date that the gas main line was installed. We will also return the deposit if the project does not proceed to construction for reasons unrelated to your application.
- 5. How will you determine the costs associated with bringing gas to my house?** There are many variables that determine your individual customer cost such as whether or not your property is in a neighborhood and whether or not other property owners in your neighborhood are also interested in switching to gas. In addition to providing the first 100 feet of gas main pipeline at no charge, we will also provide the first 100 feet of service line (the pipe from the main to your meter) at no cost to you. If the length of your service line exceeds 100 feet, you will have to pay an additional cost based upon the average construction cost per foot of additional service. To expedite your service request, contact our Residential Gas Coordinator at **302-429-3117** or by email at myswitchtogas@delmarva.com.
- 6. What is Delmarva Power responsible for during the installation process?** We will install gas mains just behind the curb along the front of your home on one side of the street or the other. We will also install a service line from the main pipeline to the location where your gas meter will be placed, usually on a front or side wall of your house, as close to the street as possible.

NATURAL GAS CAN LOWER YOUR WINTER HEATING BILLS

Winter Heating Season	Heating Oil (600 gallons)	Natural Gas (600 ccfs)	Electric (9,000 kwh)	Propane (1000 gallons)
2014–15	\$1,860 (\$3.10/gallon)	\$588 (\$0.98/ccf)	\$1,180 (\$0.12/kwh)	\$3,050 (\$3.05/gallon)
2015–16	\$1,380 (\$2.30/gallon)	\$570 (\$0.95/ccf)	\$1,080 (\$0.12/kwh)	\$2,600 (\$2.60/gallon)
2016–17 (projected)	\$1,380 (\$2.30/gallon)	\$570 (\$0.95/ccf)	\$1,080 (\$0.12/kwh)	\$2,600 (\$2.60/gallon)

SOURCE: The above costs are based on actual market prices for Delaware area, U.S. Energy Information Adm. The heating season price comparison is November–March. Fuel consumption depends on winter temperatures. The above consumption levels are based on average residential use during an average winter, five-month period for the Delaware area. This chart reflects an estimate of the potential savings associated with converting to natural gas as your heating source. Individual results may vary based upon a number of factors. Delmarva Power makes no representations or warranties of any kind or nature, either express or implied, as to the particular savings that a customer may experience, if any, by converting to natural gas. www.eia.gov/special/heatingfuels

7. What is the customer's responsibility during the installation process? You will be responsible for installing all gas-burning appliances and the piping from the outside meter location to the appliances. The piping will have to be pressure tested by the installing contractor and certified as gas-tight by the New Castle County or municipal inspector who has jurisdiction. The inspector will leave a tag at the house certifying the inspection. We will need to see the tag before installing the gas meter.

8. How will the gas mains and services be installed and how will it affect my property? We most commonly install gas mains by digging a trench with a backhoe. Once the main is installed, we will cover the trench line with topsoil and seed unless we make specific arrangements beforehand. In most cases, we are able to bore under driveways and sidewalks when installing the main to avoid costly restoration of paved areas and to provide continuous access to them.

9. If there already is a gas main in front of my house, what is the estimated time frame for bringing the service up to my house? On average it takes approximately six to eight weeks to convert customers to our natural gas service. When you notify us of your decision to convert to natural gas, we send a field representative to your location to conduct a thorough job analysis and provide you with an estimated job completion date.

10. How can I find out what my savings would be if I switched to natural gas heat? That's easy. Simply visit delmarva.com/myswitchtogas and click our Switch to Gas Calculator tool. Your savings will be calculated based on the amount of fuel you used this past winter and the price you paid for that fuel. Our calculator runs a comparison to what you would have used and spent if you had natural gas heat, and then provides you with an estimated savings amount.

11. Is there financing available to customers who want to switch to natural gas, but can't afford the new HVAC equipment? Yes. We encourage customers to visit the Delaware Sustainable Energy Utility (SEU) – Energize Delaware – at energizedelaware.org which offers a low-interest loan program for Delawareans



seeking to make their homes more energy efficient and provides rebates for upgrading home appliances and heating equipment.

12. Will there be rebates available to customers seeking to convert to natural gas? Yes. You can visit the Delaware Sustainable Energy Utility at energizedelaware.org for more information on rebate programs and low-interest loans, which could help you save on the cost of new HVAC equipment. Additionally, many HVAC equipment contractors offer special savings programs for those interested in investing in new equipment.

13. Does Delmarva Power make recommendations for HVAC contractors? No, we do not recommend any specific HVAC contractors. You can select the contractor of your choice. We do recommend that you research HVAC contractors and check with the Better Business Bureau's website, at delaware.bbb.org.

If you have any additional questions, please call the Residential Gas Coordinator at **302-429-3117**, or email myswitchtogas@delmarva.com.

For natural gas emergencies in New Castle County, call 302-454-0317.



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