

**Peak Savers Pilot  
Frequently Asked Questions (FAQs)**

**1. What is the Peak Savers pilot?**

The Peak Savers pilot offers potential cost savings to customers who reduce energy use during peak hours or shift their energy use from peak to off-peak hours. Delmarva Power is offering this two-year pilot to evaluate how customers can change their electricity use in order to lower peak usage, which can benefit the environment and energy grid.

The rate for electricity on this pilot is lower for most of the day on weekdays, and all day on weekends and select holidays. The rate is higher during peak hours from Monday through Friday.

**2. What are peak hours? What are the rates and times for peak and off-peak hours?**

Peak hours are times when homes and businesses use the most electricity. Peak hours change seasonally because of differences in the peak usage due to heating and cooling. Currently, customers pay a flat rate for energy no matter when they use it. Below is a comparison of the rates:

	Peak Hours (Monday-Friday only)	Off-Peak Hours
<b>Summer</b>	2pm-7pm (5 hours) June-September	Remaining hours (19 hours/day) All day on weekends and select holidays*
<b>Fall/Winter</b>	6am-9am (3 hours) October-May	Remaining hours (21 hours/day) All day on weekends and select holidays*
<b>Pilot Rates**</b>	\$0.50 per kWh	\$0.08 per kWh
<b>Current Flat Rate</b>	\$0.14 per kWh	

*\*Holidays include New Year's Day, Rev. Martin Luther King's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day and Christmas Day, as designated by the Federal Government.*

*\*\*The pilot rates are averages based on summer and winter use at current tariff rates.*

**3. What is the purpose of conducting this pilot? Will it help the environment?**

The Maryland Public Service Commission is interested in measuring the effectiveness of using time-based rates to reduce peak usage in Maryland, which can save customers money and help the environment.

Reducing peak energy use can benefit both the environment and the community. Higher peak demand for energy can require the use of less efficient and less environmentally friendly power plants to meet demand.

**4. How do I sign-up for the pilot? What happens next?**

Please contact Delmarva Power to enroll by March 29, 2019. Enroll online at [delmarva.com/peaksavers](http://delmarva.com/peaksavers) or by calling 1-877-SAVER-81. After signing-up, you will receive a welcome kit in the mail. The pilot rate will start on your next full billing cycle after April 1, 2019.

You may leave the program at any time without penalty, just call us at 1-877-SAVER-81.

During the pilot, you'll receive your monthly bill and will be able to view your energy use and bill-to-date on My Account. We'll also support your participation by sending you helpful information and savings tips. You will be asked to complete two short surveys online (and receive \$25 each) — at the start and end of the pilot.

**5. How long is the pilot?**

The voluntary pilot lasts two years from April 2019 through April 2021. You are encouraged to participate for the full two years, but you are able to leave the pilot at any time. Customers who expect to move within the next two years should not volunteer. If you move, your participation in the pilot ends.

## 6. How do I know if the pilot is right for me?

Your potential savings on the pilot depends on whether you are able to limit energy use during peak hours. Delaying the use of major appliances and reducing your home's heating or cooling during peak periods can provide savings, because the off-peak rate is lower than both the peak rate and your current rate. Increasing your home's energy efficiency will also help.

Making changes to your energy use is not always easy, but for some people this pilot may offer savings:

- If you are not home or use limited electricity during peak hours, you may be able to save without changing your behavior.
- If you can shift your energy use from peak to off-peak hours, you could save on your electric bill.
- If you have children who are home using electronics during peak hours, or if you are making dinner between 2pm-7pm, this pilot may not be a good fit for you.
- If you are elderly or your health requires air conditioning use, this pilot may not be a good fit for you.

## 7. How much money can I save?

Review the enclosed letter which shows potential impacts to your bill if you switch to Peak Savers. Savings vary by season, as there are more off-peak hours during winter months. Customers should consider their total annual savings to determine how much they can save. You can use our online energy calculator to help you understand potential savings at [delmarva.com/peaksavers](http://delmarva.com/peaksavers). In addition to the Peak Savers pilot, you are still eligible to participate in Delmarva Power's other savings programs such as *Energy Wise Rewards* and the *Peak Energy Savings Credit*.

## 8. What tools and resources are available to help me save energy?

When you enroll in Peak Savers, you can sign up for a weekly email that shows your peak energy use so you can track your progress and get tips. We'll also send helpful tips periodically by mail. Visit [delmarva.com/peaksavers](http://delmarva.com/peaksavers) for energy saving tips and our online energy calculator. You can also use My Account to view your energy use trends. Sign up for our new account alerts in our online preference center to let you know if your bill is trending above a specific level. Call one of our Energy Advisors, Monday-Friday between 8am-6pm, with any questions.

## 9. What happens if my bill increases?

Your bill depends on how much energy your household uses. If you cannot limit your energy use during peak hours, your bill may increase. However, you should consider whether potential savings during other months may make up for any short-term increases. For example, fall/winter savings may be higher than in summer, because there are fewer peak hours in the fall/winter, and they occur in the morning rather than the evening. You may change back to the flat rate if you decide you cannot or do not want to reduce your peak usage. You can leave at any time without penalty by calling us at 1-877-SAVER-81.

## 10. How can I find out how much energy I use during the day?

Sign into My Account online or through our mobile app to view your daily and hourly energy use. If you have not signed up for My Account, you can go to [delmarva.com](http://delmarva.com) and easily sign up. If you do not have access to a computer, you can call us at 1-877-SAVER-81 and we can help you over the phone.

## 11. Will my data be kept confidential?

Yes, your account data, including energy use and savings, will be kept confidential.

**More information about Peak Savers can be found at [delmarva.com/peaksavers](http://delmarva.com/peaksavers). If you do not have access to a computer, call us at 1-877-SAVER-81.**

*Participants are subject to the Peak Savers pilot Terms & Conditions, available at [delmarva.com/peaksavers](http://delmarva.com/peaksavers) or by calling customer care at 1-877-SAVER-81.*