

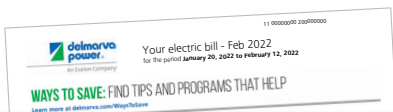
WHAT YOU NEED TO KNOW ABOUT ESTIMATED BILLING

Most Delmarva Power customers have a smart meter, which helps eliminate estimated bills and the need for a meter reader to visit your home. However, customers with and without a smart meter can still receive an estimated bill from time to time.

Estimates are based upon your historical usage patterns. Estimated meter readings can be higher or lower than actual usage. Learn more below about why your bill was estimated and what you can do to avoid an estimated bill.

HOW DO I KNOW IF MY BILL WAS ESTIMATED?

You will know if your bill was estimated by checking the “Details of your Electric or Gas Charges” section on your bill.



Details of your Electric Charges

Residential Service - service number 0123 4567 8910 1234 5678 90
Electricity you used this period

Meter Number	Current Reading	Previous Reading	Difference	Multiplier	Total Use
OND123456789	Feb 12 000413	Jan 20 000307	106	1	106
Use (kWh)	(estimated)	(actual)			

Your next meter reading is scheduled for March 15, 2022

Delivery Charges: These charges reflect the cost of bringing electricity to you. Current charges for 24 days, **winter rates in effect.**

WHAT DO I DO IF I RECEIVE AN ESTIMATED BILL?

If you receive an estimated bill, you can submit a meter reading to us by calling 800-375-7117. For help reading your meter, visit delmarva.com/Meter.

We may later send you a revised bill based on the corrected meter reading, ensuring you never pay for more energy than you actually used.



An Exelon Company

A revised bill is identified as:

Details of your Electric Charges
Residential Service - service number 0123 4567 8910 1234 5678 90
Electricity you used this period

Meter Number	Current Reading	Previous Reading	Difference	Multiplier	Total Use
OND123456789	Feb 2 001428 (Corrected)	Jan 6 000772 (Corrected)	656	1	656

Your next meter reading is scheduled for March 2, 2022

delmarva power Your electric bill - Jan 2022 to Feb 2022
for the period December 3, 2021 to February 2, 2022

Electric Summary	Balance from your last bill
Payment Feb 02	\$74.16-
Payment Feb 12	\$65.19-
Total Payments	\$139.35-
Electric Charges (Residential Service) Feb 2022	\$96.02
Electric Charges (Residential Service)	\$108.32

THINGS THAT HELP

How to contact us
Customer service (Mon-Fri, 7am - 7pm) 1-800-375-7117
TTY English 1-800-232-5460
TTY Spanish 1-877-335-7595
Electric emergencies & outages (24 hours) 1-800-988-6647
Natural gas emergencies (24 hrs) 1-202-456-0217
(challamos con la factura?) 1-800-375-7117
Visit delmarva.com

Your monthly electricity use in kWh
Daily temperature averages 1/1/2021 - 2/1/21

WHY WAS MY BILL ESTIMATED?

If your home has a smart meter, the most common reason we estimate your bill is due to a brief lapse in communication when attempting to obtain the meter reading that is required to create your bill. Once communication resumes, the new meter readings show all the energy used up to that point. In the event we can't remotely obtain a meter reading for a longer period of time, we'll send a technician to check the meter, and exchange it if necessary.

If your home does not have a smart meter, we may estimate your bill if we are unable to read the meter due to weather conditions, equipment issues, or other access reasons outside of our control. Assuming access is available the following month, the new reading will include all the energy used up to that point.

AVOIDING ESTIMATES

You can help avoid estimated bills by ensuring that Delmarva Power has access to your meter. Helpful tips include:

- Schedule and keep appointments to address required meter maintenance
- Keep pets, particularly dogs, restrained and away from the path to the meter area
- Keep access to the meter free from obstructions
- Check that gates are unlocked and in good working order
- Keep steps and walkways in good condition; clear ice, snow or any hazards
- Refrain from building decks or additions in front or on top of meters

Customer Service/Servicio en Español:

800-375-7117

TTY for Hearing Impaired:

Delaware 800-232-5460 | Spanish 877-335-7595

Maryland 800-735-2258 | Spanish 800-877-1264

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