



February 18, 2025

High Usage Winter 2025

Delaware

Supporting Our Customers

Delmarva Power expanded customer support:

- No late payment fees for January and February 2025 and providing longer periods for repayment, up to 24 months
- Suspending disconnections for nonpayment in February 2025
- Waiving deposits for disconnected customers who are seeking to restore service
- Extended call center hours, including Saturdays
- New banners on our webpage to direct customers to assistance
- Hosting customer education workshops and expanding assistance events in the community

Additional programs also available:

- Budget Billing
- Extended Payment Dates
- Assistance Finder Tool



Assistance Finder

Delmarva Power offers many types of assistance to help manage your energy bill. Let the Assistance Finder match you with the right option. Explore programs without contacting customer service and let Delmarva Power guide you through the application process. For the best experience, sign in to get more personalized recommendations.

[Find Assistance](#)

About Delmarva Power – Delaware



8,400 Delaware customers
connected with **\$8.8 million**
in energy assistance in 2024

11 Delaware Customer
Assistance Events in 2024



477,720

Delaware electric and gas customers

More than 1,200
employees



94%

Reliability Customer Satisfaction

Maintaining Safe & Reliable Service in Delaware



47% DECREASE
in the frequency of outages
over the past 10 years



99.98%
on-time gas odor call response



JD POWER 2024
#1 in Residential Electric Utility
Customer Satisfaction Study for
East Midsize Region

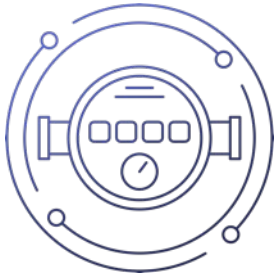


Winter Cold Brings Record Breaking Usage



Electric


- January 23: winter peak **electric usage record broke** (record last set in 2014/2015)



Natural Gas

- January 22: **8th highest** natural gas usage day since 2000
- January 21: **10th highest** natural gas usage day since 2000
- January 20: **25th highest** natural gas usage day since 2000

Increasing Transparency with Redesigned Bill

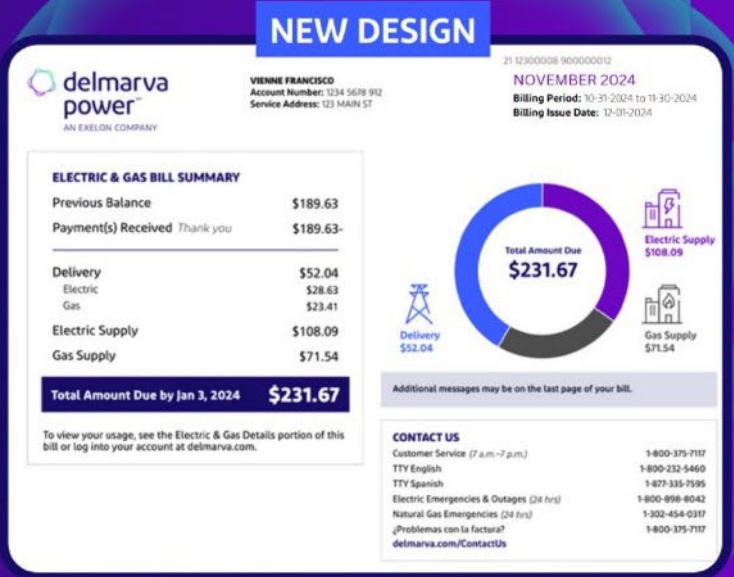


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Meet your new utility bill!


Effective November 2024, Delmarva Power will be changing to a new billing format enhancing the way you view your bill.

NEW DESIGN




The mockup shows a clean, modern layout with a 'NEW DESIGN' banner. It includes a summary table, a donut chart for the total amount due (\$231.67), and a contact section. The summary table lists: Previous Balance (\$189.63), Payment(s) Received (\$189.63), Delivery (\$52.04), Electric (\$28.63), Gas (\$23.41), Electric Supply (\$108.09), and Gas Supply (\$71.54). The total amount due by Jan 3, 2024 is \$231.67. The contact section provides phone numbers for customer service, TTY, and emergency services.

Previous Delmarva Power Bill



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Your electric and gas bill - Feb 2024
for the period **January 30, 2024 to February 28, 2024**



WAYS TO SAVE: Find Tips and Programs That Help
Learn more at delmarva.com/WaysToSave

Account number: [REDACTED]
Your service address: [REDACTED] DR
NEWARK DE 19702
Bill Issue date: Feb 29, 2024

Summary of your charges

Balance from your last bill	\$308.17
Your payment(s) - thank you	\$308.17-
Balance forward as of Feb 29, 2024	\$0.00
New electric charges	\$123.78

How to contact us

Customer service (Mon-Fri, 7 a.m. - 7 p.m.) **1-800-375-7117**
TTY English **1-800-232-5460**
TTY Spanish **1-877-335-7595**
Electric emergencies & outages (24 hours) **1-800-898-8042**
Natural gas emergencies (24 hrs) **1-302-454-0317**
¿Problemas con la factura? **1-800-375-7117**
Visit delmarva.com

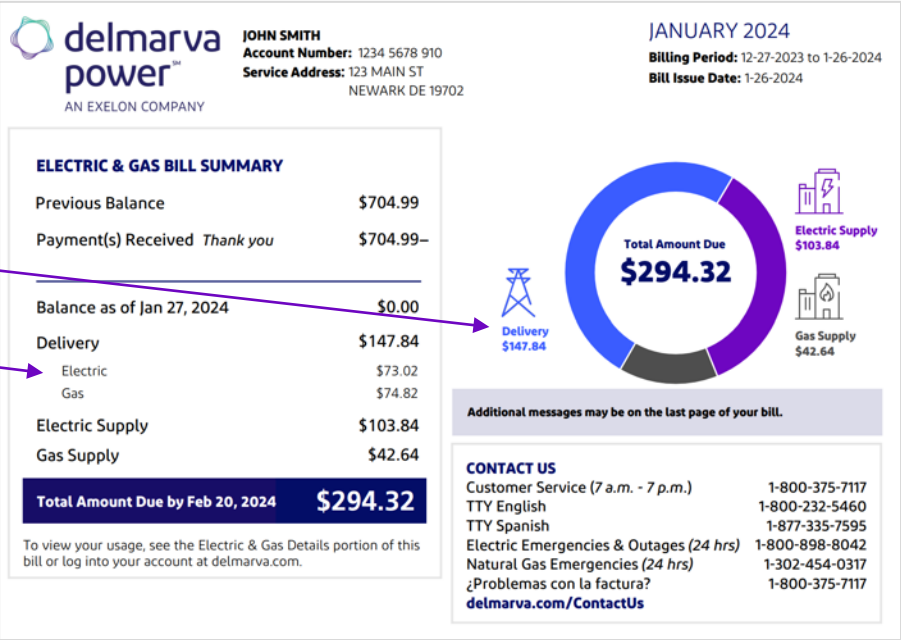
You can help a Delmarva customer in need of assistance with their energy bills by contributing to the Good Neighbor Energy Fund. Simply pay exactly \$1.00 over your Delmarva bill amount and that dollar will be contributed to the Good Neighbor Energy Fund.

Delivery Charges: These charges reflect the cost of bringing electricity to you. Current charges for 32 days, **winter rates in effect.**

Type of charge	How we calculate this charge	Amount(\$)
Customer Charge		15.04
Distribution Charge	First 500 kWh X \$0.0478930 per kWh	23.95
Distribution Charge	Last 764 kWh X \$0.0478930 per kWh	36.59
Low Income Charge	1264 kWh X \$0.0000950 per kWh	0.12
Green Energy Fund	1264 kWh X \$0.0003560 per kWh	0.45
Renewable Compliance Charge:		
Wind & Solar	1264 kWh X \$0.0048734 per kWh	6.16
Qualified Fuel Cells	1264 kWh X \$0.0033750 per kWh	4.27
Distribution System Improvement Charge	at 1.2%	0.91
Energy Efficiency Surcharge	1264 kWh X \$0.0003244 per kWh	0.41
Total Electric Delivery Charges		87.90

Understanding Your Delaware Electric & Gas Bill

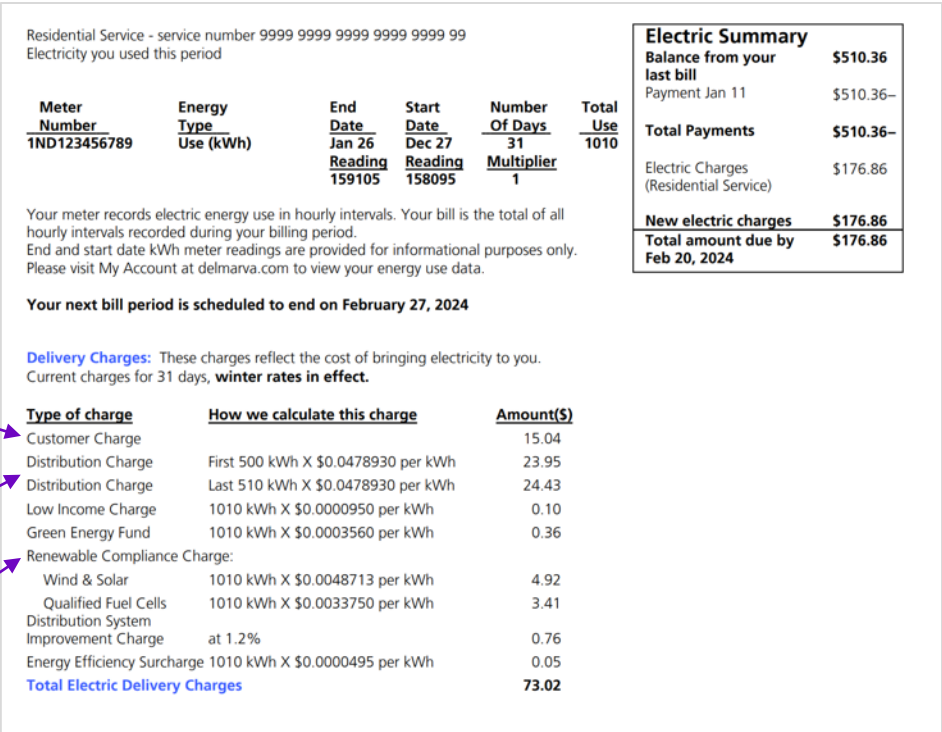
ELECTRIC DELIVERY



Customer Charge Same for all customers in a rate type, designed to cover fixed costs such as metering, billing and customer care.

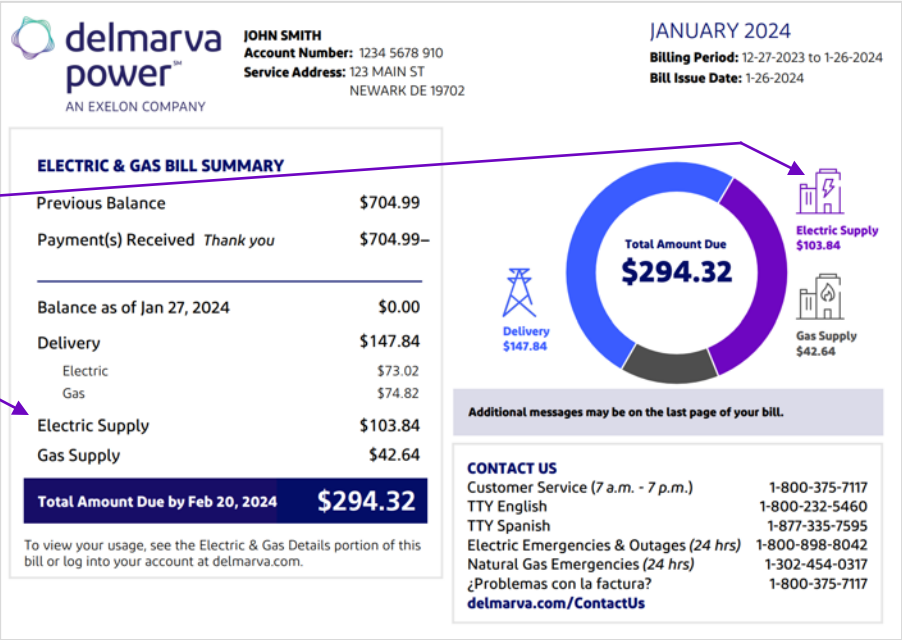
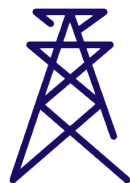
Distribution Charge Based on your usage and covers your use of the electric delivery system.

Surcharges Fixed or usage-based fees and credits related to special programs or regulations.



Understanding Your Delaware Electric & Gas Bill

ELECTRIC SUPPLY



Transmission Capacity Based on each and covers the transmission network, managed by PJM Interconnection, and reliability upgrades needed to carry electricity long distances from generators to Delmarva Power customers locally.

Standard Offer of Service (SOS) The passthrough cost of electricity purchased on your behalf and is determined by supply and demand of electricity.

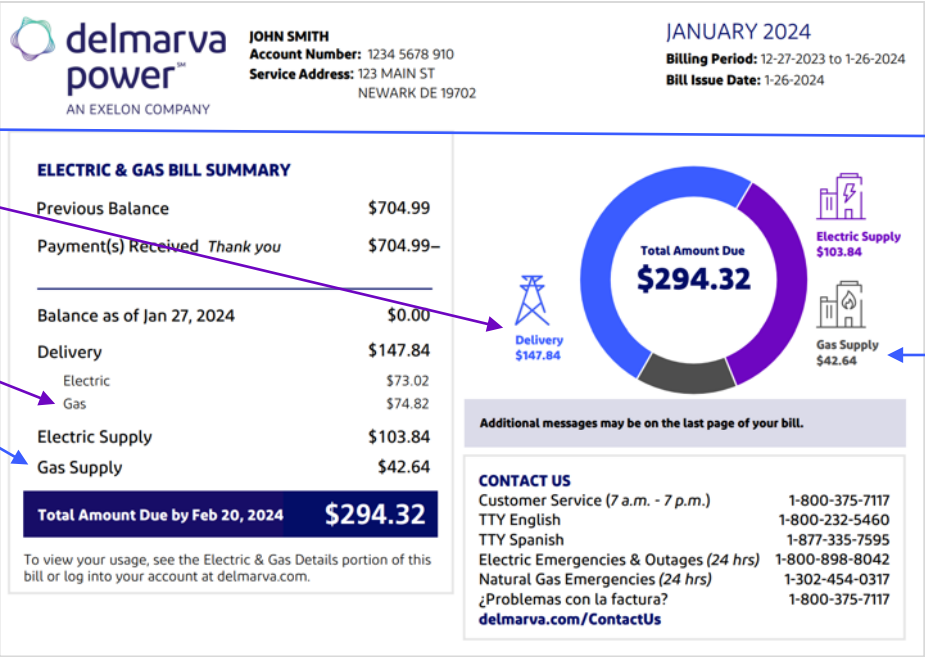
Supply Charges: These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. The class average annual price to compare is 10.65 cents per kWh.

Billing Period: Dec 27, 2023 to Jan 26, 2024 (31 days)

Type of charge	How we calculate this charge	Amount(\$)
Transmission Capacity Charge	3.70 kW X \$6.4378378 per kW	23.82
Standard Offer Service Charge	First 500 kWh X \$0.0792200 per kWh	39.61
Standard Offer Service Charge	Last 510 kWh X \$0.0792353 per kWh	40.41
Total Electric Supply Charges		103.84

Understanding Your Delaware Electric & Gas Bill

GAS



Gas Supply

Gas Cost Charge Passthrough cost of gas purchased on your behalf. This usage-based charge is determined by supply and demand of gas.

Supply Charges: These charges reflect the cost of producing gas service for you.		
Billing Period: Dec 27, 2023 to Jan 26, 2024 (31 days)		
Type of charge	How we calculate this charge	Amount(\$)
Gas Cost Charge	99 CCF X \$0.4307100 per CCF	42.64
Total Gas Supply Charges		42.64

Gas Delivery

Delivery Charges: These charges reflect the cost of bringing gas service to you. Current charges for 31 days, winter rates in effect.		
Type of charge	How we calculate this charge	Amount(\$)
Customer Charge		15.00
Distribution Charge	99 CCF X \$0.6025253 per CCF	59.65
EDIT Credit 6 Year - CCF	99 CCF X \$0.0242424- per CCF	2.40-
Distribution System Improvement Charge	at 3.56%	2.57
Total Gas Delivery Charges		74.82

Customer Charge Same for all customers in a rate type, designed to cover fixed costs such as metering, billing and customer care.

Distribution Charge Based on your usage and covers your use of the local gas delivery system.

Surcharges Fixed or usage-based fees and credits related to special programs or regulations.

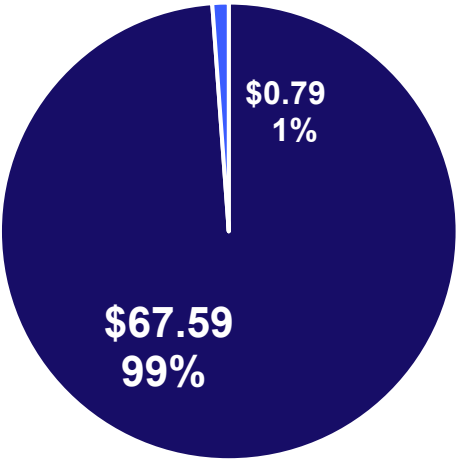
Bill Impacts Example

Usage is the main driver of bill increases

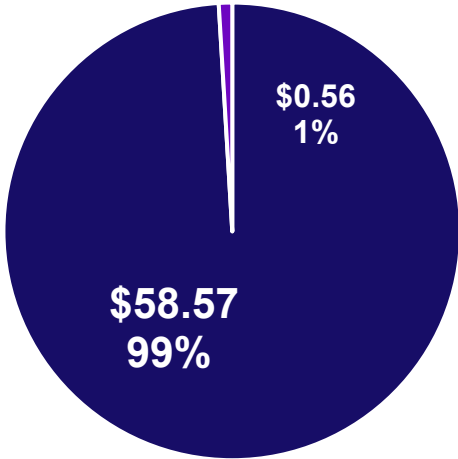
- **Electric Bill:** 99% of the increase is caused by this customer using more electric and 1% by rate changes
- **Gas Bill:** 99% of the increase is caused by this customer using more gas and 1% by rate changes

CAUSES FOR BILL INCREASE

Usage vs. Rate Changes | December 2024 to January 2025



■ Usage Increase
■ Rate Changes



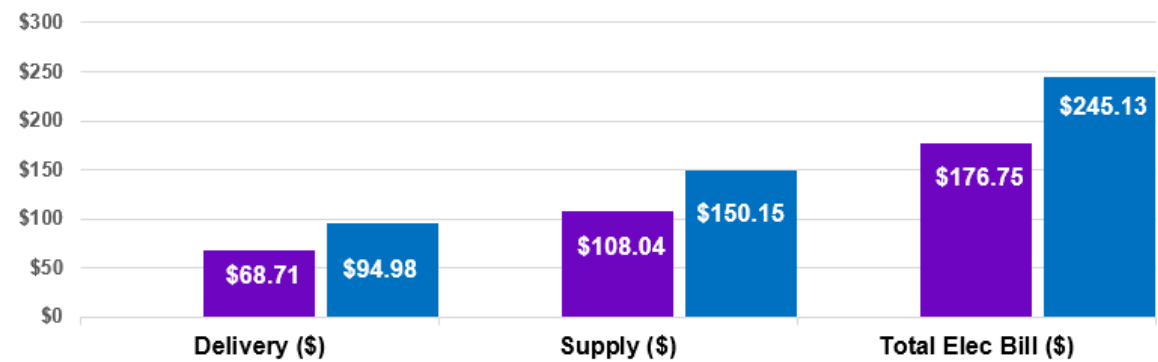
■ Usage Increase
■ Rate Changes

Delaware Bill Impacts Example Breakdown

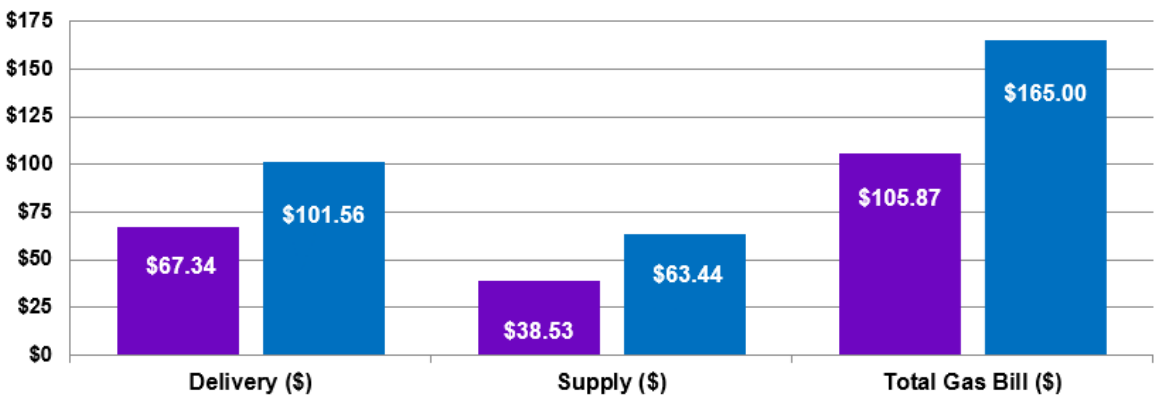
- The customer used 49% more electric and 65% more gas
- \$126.16 of the total bill increase is from usage
- \$1.35 of the total bill increase is from rate changes
- This means that usage cause **99% of the increase** and **1% was rate changes**

■ December 2024
■ January 2025

Electric



Gas



Impact of Usage on Delivery

The Delivery portion of a bill includes a **fixed customer charge and usage-based charges**. When a customer uses more electric or gas, this results in an increase in the Distribution Charge within the Delivery portion of the bill.

$$\text{Distribution Charge} = \text{Current Rate} \times \text{Usage}$$

Electric Examples




Usage (kWh)		Current Rate		Distribution Charge
450	x	\$0.0465940	=	\$20.97
1,000	x	\$0.0465940	=	\$46.59
1,600	x	\$0.0465940	=	\$74.55

Gas Examples

Usage (ccf)		Current Rate		Distribution Charge
10	x	\$0.6025600	=	\$6.03
120	x	\$0.6025600	=	\$72.31
240	x	\$0.6025600	=	\$144.61

Using Tools to Save Energy & Money

Energy-Saving Tools at Your Fingertips.

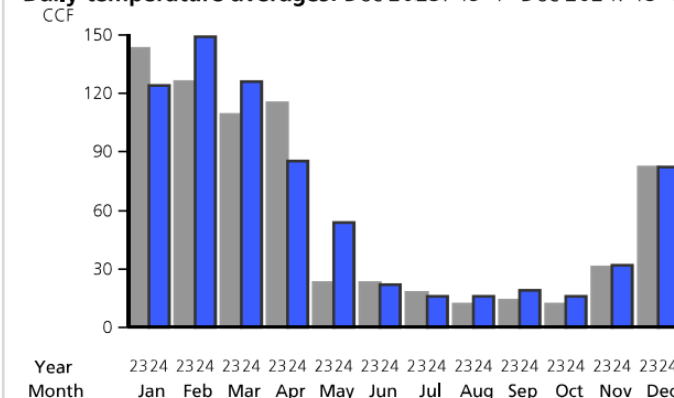
-  **Analyze Your Usage**
Access hour-by-hour and day-by-day energy usage information.
-  **Compare Your Home**
Compare your home's energy usage to other similarly sized homes in your area.
-  **Get Personalized Tips**
Get customized energy-saving tips based on your home and energy usage.

Get Started Now!

Take your Delmarva Power account online at delmarva.com/MyAccount.

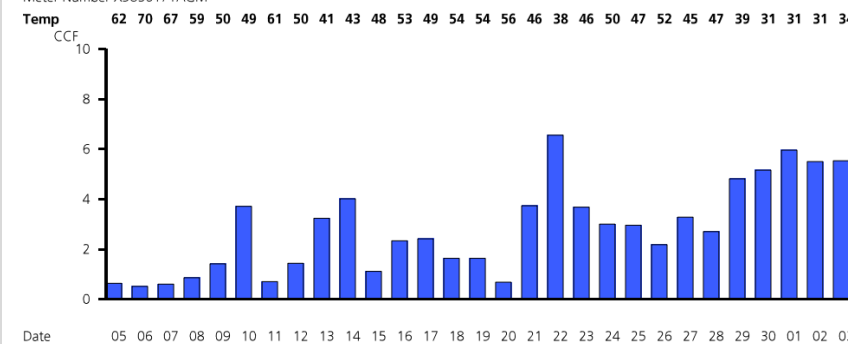
Your monthly Gas use in CCF

Daily temperature averages: Dec 2023: 45° F Dec 2024: 48° F




Your daily gas use for this bill period. Visit My Account at delmarva.com to see your hourly gas use.

Meter Number X9856171AGM



Communications



[Outage](#) | [Pay Bill](#) | [Moving](#) | [Contact Us](#) | [EN](#)

[Sign In](#)
[Register](#)

[My Account](#)
[Outages](#)
[Ways to Save](#)
[Smart Energy](#)
[Safety & Community](#)
[Marketplace](#)

Bill Support

We're here to help you understand the details of your bill and offer solutions to help you manage your future bills.



[Home](#) > [My Account](#) > [My Dashboard](#) > [Understanding My Bill](#) > [Bill Support](#)

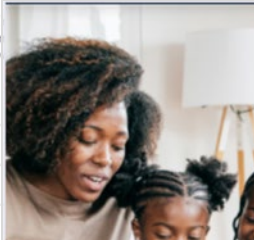
Current Bill Impacts

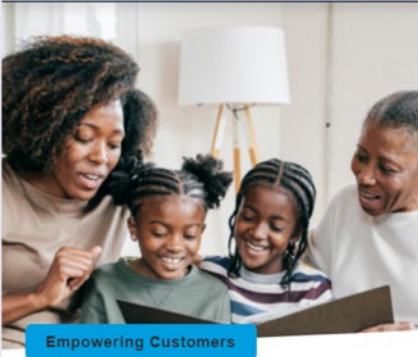
There are points during the year when your bill can go up or down based on several factors: electricity or gas and changing rates. The impact on a residential customer's bill will vary from customer to customer. Please select the dropdown that fits the state you live in and services provided. You can also join us for our [Energy Assistance Events](#) at a location near you.

Delaware Electric & Gas Customers

Delaware Electric Only Customers

Delaware Gas Only Customers






Empowering Customers

Oct 22nd, 2024

Need Support with Your Energy Bill? The New Assistance Finder Tool Can Help.

A composite image showing a smartphone screen displaying a Facebook post from Delmarva Power (Delmarva Connect). The post features a blue background with a portrait of an older man and the text "More community support. More ways to shine." Below the phone, the text "Find help with your energy bill." is displayed in large, bold letters. To the right, a woman is shown in a circular inset, looking at her smartphone. The background is dark blue with white and yellow wavy lines.



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Dear Customer,

At Delmarva Power, we're partnering with our customers to help you better understand your bill and tools available so you can take control of your energy usage, save energy and money, and connect with assistance if you need it.

Upcoming Changes in Your Gas and Electric Bill

There are points during the year when your bill can go up or down based on several factors relating to weather, the cost of electricity and gas, and changing rates.

As we transition into the winter season, you may experience a 3% increase to your total gas and electric bill, meaning the average residential gas and electric customer bill* may increase from \$217 per month to \$224 per month on average.

Here's the cost adjustments that may impact your total bill:

1% Gas Supply increase (+\$2.19 on avg*) The gas supply rate, or the commodity cost, is the cost of the natural gas we purchase from suppliers to deliver to customers. The price is determined based on supply and demand**.

1% Gas Distribution increase (+\$1.86 on avg *) The gas distribution rate reflects the necessary investments we make to help ensure reliable gas delivery service for our customers. Investments include regular inspections, preventive maintenance, modernizing existing natural gas lines and installing new natural gas lines.

Saving Energy & Money



Behavior-Based Program

Customers receive reports containing savings tips, home energy usage comparisons to similar customers, and education about a customer's use relative to previous years.



ENERGY STAR® for New Homes program

Encourages builders to construct energy efficient new homes through incentives, training, and builder support. Savings are only claimed for energy savings above and beyond code through building energy modeling software.



Quick Home Energy Check-up (QHEC)

Also known as Home Energy Check-up & Counseling (HEC²), is implemented by the Energize Delaware to educate customers on energy efficiency in their place of residence and provide direct install (DI) measures at no cost.

Get your home winter-ready



Cold winter weather has arrived—but so have the holidays! Check out these seasonal energy-saving tips to enjoy a cozy, comfortable home with family and friends.

[Get savings tips](#)



delmarva.com/WaystoSave



Questions

