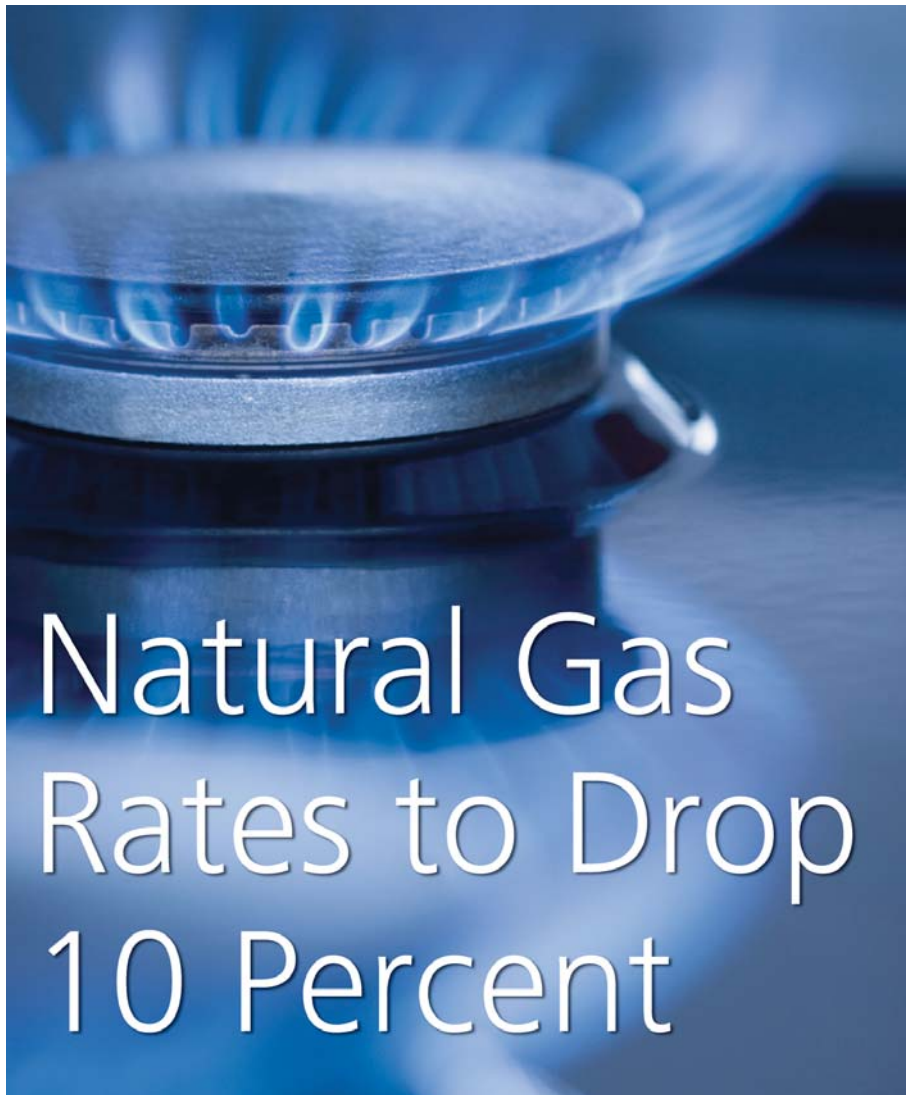


Communityfocus



A NEWSLETTER FOR GOVERNMENT, BUSINESS AND COMMUNITY LEADERS

October 2009



Natural Gas Rates to Drop 10 Percent

For the second time this year, Delmarva Power has filed a request to lower natural gas rates for its residential, commercial and industrial customers in New Castle County, Delaware.

Under the proposed rate adjustment, a typical residential customer who uses roughly 120 centi-cubic feet of natural gas per month during the heating season would see a total bill decrease of 10.2 percent, or \$19.02 per month, from \$186.32 to \$167.30. The impact on commercial and industrial natural gas customers would vary according to usage, with most of those customers seeing overall bills fall anywhere from 6 percent to as much as 16 percent.

The proposed decrease would take effect Nov. 1, pending approval by the Delaware Public Service Commission.

Sign up for Green Bill

Delmarva Power customers can now sign up for Green Bill, our new online billing and payment system, and stop receiving a paper bill.

With Green Bill, customers voluntarily register through the "My Account" portal at delmarva.com, by checking the box indicating that they no longer want to receive a paper bill in the mail. Green Bill customers will automatically receive a monthly e-mail stating their bill is ready to view and pay. It will contain the amount due and the due date. Customers paying their bill through the use of this new tool also will have an option to sign up for a recurring payment.





**Know what's below.
Call before you dig.**

Planning a fall cleanup? Remember to stay safe, prevent accidents and call before you dig to find out where underground utility lines are buried.

State law requires you to call the free utility locating service, Miss Utility at 811, before you start digging. If you puncture natural gas, propane, electric power, water, sewer, cable television or telephone lines with digging tools or equipment, you could be seriously injured, and you may be liable for injuries and/or repair costs.

Stay Safe Inside This Winter

Since many people spend more time indoors during winter, we urge customers to use caution. For a safe and warm winter, please:

- keep the area around your heater and water heater open, clear and free from stored items (such as boxes, books, flammable liquids, containers, etc.);
- keep your chimney and flue clean and clear from debris (such as leaves or mortar) because a blocked chimney or flue on a natural gas furnace can emit deadly carbon monoxide buildup in your home;
- schedule an annual chimney cleaning by a professional technician;
- keep natural gas equipment properly ventilated to ensure safe operation.

Fire Safety Officials Receive Smoke Alarms



As part of Delmarva Power's Emergency Services Partnership Program, the Company recently donated smoke alarms and carbon monoxide detectors to fire safety officials in Maryland and Delaware.

"This is the ninth consecutive year that Delmarva Power's Emergency Services Partnership Program has joined with local fire officials to help keep the public safe," said Vince Jacono, Coordinator of Delmarva Power's ESPP. "This program underscores our continued commitment to public safety and working with our emergency services partners."

The Company donated 150 special needs smoke alarms, 1,000 regular smoke alarms and 250 carbon monoxide alarms to fire safety officials in Maryland and Delaware.



Above: Tom Murphy, Claims Supervisor, Delmarva Power and First Vice President of the Delaware Chapter of the International Association of Arson Investigators, kicks off ESPP's smoke alarm donation to the fire safety officials.

Right: Fire safety representatives accept Delmarva Power's donation of 1,000 regular smoke alarms and 80 special needs smoke alarms in Maryland.

Delaware Coastal Cleanup draws record 2,000 volunteers

This year's Delaware Coastal Cleanup on Sept. 19 drew a record 2,000 volunteers who helped clean up 42 sites throughout Delaware from Wilmington to Fenwick Island. It was the 19th consecutive year that Delmarva Power partnered with environmental, civic and business organizations throughout the region to support the event.

"Delmarva Power believes this annual cleanup is an environmental, educational and community event," said Matt Likovich, spokesman for Delmarva Power. "The cleanup benefits the environment, educates the public about the dangers of pollution and brings people together to work on a worthwhile project. The cleanup also helps increase awareness of the need to recycle."



HeartWalk Raises \$24,400 for American Heart Association

More than 90 Delmarva Power employees and their families participated in the annual HeartWalk for the American Heart Association on Sept. 13. The group, led by Delmarva Power Region President Gary Stockbridge, raised more than \$12,200 in employee pledges. Delmarva Power matched the donations for a total of \$24,400.



In the background, Delmarva Power Region President Gary Stockbridge talks to some of the 280,000 attendees of the 90th Annual Delaware State Fair. In the foreground, PHI Associate General Counsel Todd Goodman discusses energy with some of the younger fairgoers.

Employees Greet Customers at Delaware State Fair

Delmarva Power employee volunteers were busy talking to customers at the 90th Annual Delaware State Fair in Harrington, which ran from July 23 to Aug. 1 and attracted more than 280,000 visitors. This year's fair booth, focused on the "smart grid" and featured the company's Blueprint for the Future. Employees distributed energy-saving information, discussed the benefits of the Mid-Atlantic Power Pathway (MAPP), demonstrated the advantage of using compact fluorescent light bulbs and educated customers about Delmarva Power's new "smart" meters.

"The future is not so far off so we wanted to showcase Delmarva Power as being an integral part of the solution to the energy challenges and opportunities we face," said John Allen, Delmarva Power Bay Region Vice President. "At the same time, our employees were able to speak one-on-one about important issues affecting customers now such as energy conservation and enhanced reliability through MAPP."

Delmarva Power Files for Adjustment in Electricity Delivery Rates

Delmarva Power has asked the Delaware Public Service Commission (PSC) to authorize an increase in its electric delivery rates to cover the increased cost of operations, maintenance and capital investment.

For a residential customer with average usage, the total monthly bill would increase about \$5.67 or 4.6 percent. The delivery rates are separate from the fuel (supply) rate. Delivery rates reflect the costs of providing a system and services to move electricity through the poles and wires to customers.

The company's \$27.6 million request reflects rising capital investment costs required to continue to provide its Delaware customers with safe and reliable electric service.

Delmarva Power officials said a decision on the rate increase request is expected by May 2010. In the interim, the company said it will implement a 0.36 percent delivery rate increase, effective Nov. 17, 2009, which will be subject to refund following the PSC's review.

