

Definitions: (cont.)

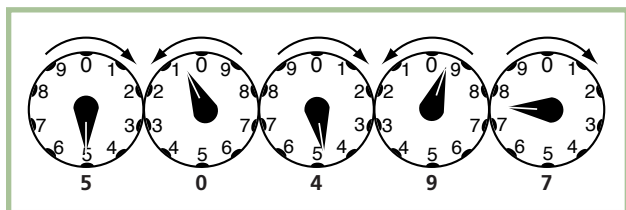
Standard Offer Service and Transmission - This is the supply service you receive if you do not choose a new supplier. The Maryland Public Service Commission regulates these rates.

Total Electric Charges - a subtotal of your supply charges.

Total Electric Charges - The total of all charges for the month, including both delivery and supply charges.

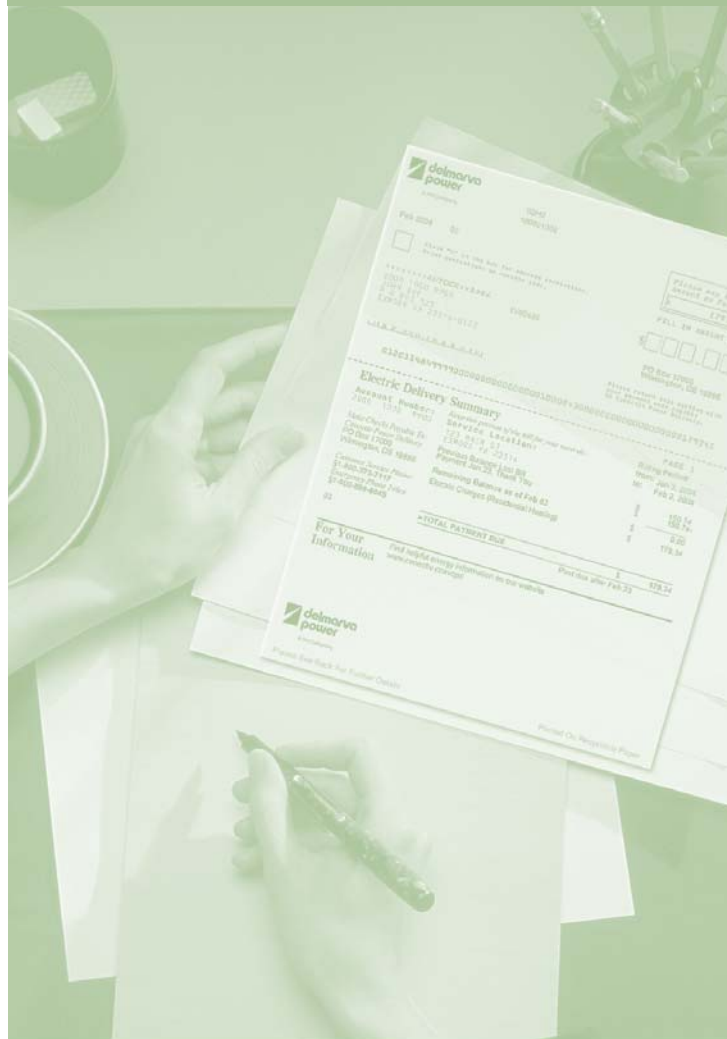
How to read your meter:

Reading your meter is easy. Starting from the left, look at the hands on each dial and write down the last number passed by the hand. If the hand is between two numbers, always write down the smaller one. The reading for the illustration below is 50497.



To find the amount of energy used between two readings, subtract the first reading from the second.

Note: Some meters have digital displays.



How to Read Your Bill



A PHI Company



A PHI Company

How to read your bill:

Payment Coupon

Return this portion with your payment

1. The address where we send your bill.
2. The total amount due and the date the payment is due.

Electric Delivery Summary

A snapshot of your payments and charges.

3. The account number that should be used when calling or writing to us.
4. The address where you receive service.
5. The billing period is the timeframe for which you are being billed.
6. The address, business and emergency phone numbers to use when contacting Customer Care.
7. A summary of the payments received and the total amount now due.
8. The mailing address, service address and account number are all listed again for easy reference.

Electric Meter Information

9. Shows the amount of electricity you used and the meter reading information.
10. The approximate date of your next meter reading.

Electric Delivery Charges

11. The number of days included on your bill, which seasonal rate is in effect, and the rate schedule on which you are billed.

12. The price to compare to supplier offers to determine if you may attain savings.

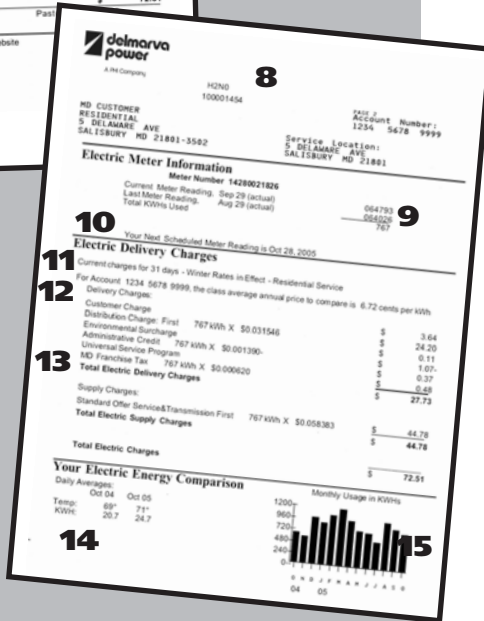
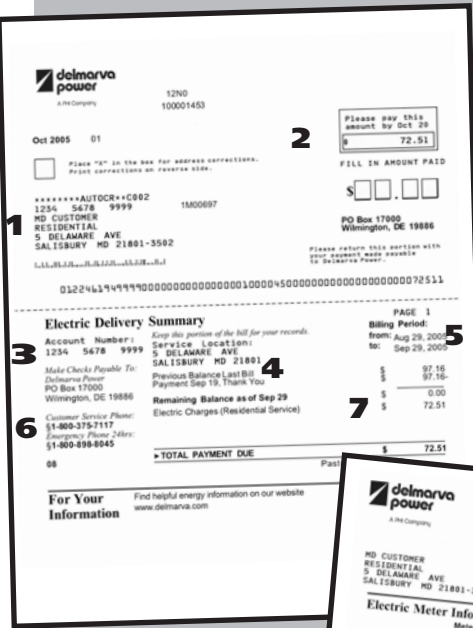
13. Your detailed electric charges for the month for descriptions of each line item, See Definitions, below

Your Electric Energy Comparison

A tool to help you manage your energy use.

14. The average temperature for this month and for the same month last year and the average daily amount of electricity usage in kilowatt hours.

15. A chart of your monthly usage for the past year.



Definitions:

Delivery Charges - A combination of charges that you pay to transport the commodity of electricity from the power plant to your home or business, via the pole and wires.

Customer Charge - The costs of maintaining service to a customer, regardless of how much energy is used.

Distribution Charge - The cost of moving electricity from your local substation to your home or business.

Universal Service Program - A charge on all customers' bills to fund a state program that helps low-income customers pay their electric bills.

MD Franchise Tax - Utilities are required to collect this tax and remit the money to the state.

Environmental Surcharge - Required by the state, these funds are used by the state to fund environmental projects.

Total Electric Delivery Charges

- A subtotal of your delivery charges

Supply Charges - This is the portion of your bill you can compare to offers from competitive suppliers. If you choose a new supplier, you will pay the supplier's price for the commodity of electricity instead of the price you currently pay Delmarva Power.

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