

FREQUENTLY ASKED QUESTIONS

What will these new meters do?

Smart meters and the associated technology will enable two-way communication between Delmarva Power and its customers. Customers eventually will be able to receive energy consumption information to help make informed decisions about how they use energy to better control energy costs. Smart meters also will help Delmarva Power quickly identify power outages and help in restoring service more quickly.

In addition, smart meters will improve customer service through early outage detection, and providing more accurate and fewer estimated bills.

When will customers get these new meters?

Delmarva Power is installing a limited number of the new meters now.

Testing of the new meters and associated field communications equipment will take place during the summer. Full installation to all Delmarva Delaware customers will not start until later in the year. The meters will be functional; however, benefits associated equipment will not begin to be available until sometime in 2010.

How much will the smart meters cost?

The Delaware Public Service Commission will determine per customer cost at a future rate proceeding. Over the long term, the potential energy savings that customers ultimately will be able to achieve is expected to more than offset the cost.

How do the new meters work?

Smart meters use an embedded computer to collect customers' electricity and gas usage information. The information is transmitted daily via a communications system to the utility where data is collected and stored. The new meters also will transmit outage and power quality information back to the utility