

## Background

Customers may be experiencing unexpectedly high bills due to extremely cold temperatures, resulting in increased gas and electric usage. Heating systems ran 80% more in December compared to November, leading to higher energy usage and potentially larger bills. Delmarva Power is committed to keeping customers informed of changes to their energy bill and ways they can reduce their energy usage, save money or connect to assistance if needed.

If you're concerned about a high bill, please visit [delmarva.com/billsupport](https://delmarva.com/billsupport) for information about payment arrangements, due date extensions, budget billing, and [energy assistance](#) resources for eligible customers.

**To further help customers, Delmarva Power is waiving late payment fees for January and February 2025 and suspending disconnections for nonpayment in February 2025. We've also streamlined our process to restore service to disconnected customers.**

**Delmarva Power is also taking the following steps to help customers:**

- ***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***

## We're Here to Help

We're here to help customers understand the details of their bill and offer solutions to help them manage future bills. Customers can explore the many assistance programs available and determine which programs best fit your needs. Our **Assistance Finder tool** is your first step for creating a customized energy plan, this tool will show you programs and benefits that can help you get the most from your energy dollar. Visit [delmarva.com/AssistanceFinder](https://delmarva.com/AssistanceFinder) to get started today.

## What can customers do to use less energy?

- **Maintain your heating systems** – Most cold weather energy expenses are related to heating. Schedule service for your heating system to keep it operating efficiently.
- **Lower your water heater temperature** – Water heating accounts for about 18% of the energy consumed in your home. Set your water heater at the warm setting (120°F) to help save money.
- **Manage your thermostat** – Keep thermostats set at a comfortable level, but for each degree you lower you can save about two percent on your heating bill. When you are asleep or out of the house, consistently lowering your thermostat 10 to 15 degrees for eight hours could save approximately 10 percent on your bill.

- **My account online tools** – Your Delmarva Power online account contains tools and detailed energy usage information. By viewing your energy usage, comparing trends, and discovering the results of energy-saving practices, you can manage your energy more efficiently. Log onto [Delmarva.com/MyAccount](https://delmarva.com/MyAccount) to get started.
- **Sign up for high usage alerts** – Receive a notification by phone, email, or text if your energy usage is trending higher than usual so you can take steps to reduce your use before your bill arrives. You can also set a budget threshold to alert you when your bill is projected to be higher than a specific amount each month. Login to My Account to see your usage.
- **Energy-saving tips** – Visit [Seasonal Considerations | Delmarva - An Exelon Company](#) for more tips to help you use energy more efficiently around your home and save money on your bill.

Visit [delmarva.com/billsupport](https://delmarva.com/billsupport) for more information about your energy bill and available resources to help you save. Customers can also call 1-800-375-7117 to speak with a Customer Care representative directly. We will provide similar updates to customers throughout the year to keep them informed.

###