

DELAWARE

factsheet



Smart Community – Advanced Metering Infrastructure

- Delmarva Power is installing new advanced metering technology for all of its approximately 300,000 customers across Delaware from late 2009 through 2010.
- This initiative is part of Delmarva Power's Blueprint for the Future in which the company is seeking to help customers better manage their energy use, save money and help protect and preserve the environment.
- Delmarva Power is authorized by the Delaware Public Service Commission to proceed with the installation of new advanced meters for all Delmarva Power customers in the state. It is important that Delmarva Power and its contractor be able to access the equipment at your premise. Delmarva Power understands that customers lead busy lives and we will be flexible and will work with customers to schedule a convenient installation time if customer assistance is required to access the meter.
- These new meters ultimately will provide customers with a variety of benefits including rapid outage notification, detailed energy use information and fewer estimated bills. To help prepare yourself to make the most of this technology, Delmarva Power recommends that you sign up for the My Account service on the Delmarva Power Web site, an online feature that provides information on how to better manage your energy use and save money. Go to www.Delmarva.com and click onto the My Account section on the homepage.
- Crews from Scope Services Inc. will work throughout Delaware exchanging the old equipment for new. Scope Services Inc. employees will be identifiable by their trucks, uniforms and photo identification badges.
- **You can prepare for your new meter by making sure any obstructions, defined as anything that blocks access to the meter such as improperly installed siding and/or other physical modifications, which could potentially prevent this meter exchange, are removed. Additionally, please make sure installers do not encounter locked gates, dogs in the yard, etc., which also could prevent a meter exchange.**
- Installation of a new advanced meter will usually result in a brief interruption of electric service and customers may need to reset their clocks and other electronic equipment after the exchange. For customers in New Castle County with natural gas service, in most cases your gas service will not be affected.
- To minimize the inconvenience, installers will first knock on the door to notify the customer about their arrival and to allow the customer to prepare for a temporary service interruption. If no one answers, the installer will proceed to make the installation. In cases of multi-dwelling units, installers will notify the management office of their presence and proceed with meter exchanges.
- In most cases, an installer requires only a few minutes and can work without any involvement of the customer. In some cases, however, such as with indoor or inaccessible meters, installers may require special access to the meter. In cases where Delmarva Power has existing meter access arrangements with the customer, installers will access the meter in accordance with those existing arrangements.
- If no one is home and a meter is indoors or otherwise inaccessible, the installer will try again later. After several failed attempts, the installer will leave a card asking the customer to call and schedule another visit. Appointments will not be scheduled until Scope has attempted to access the meter.
- If crews find equipment that is unsafe or unable to accept a new meter, Delmarva Power will dispatch a crew to determine what corrective action must be taken and whether that work may be performed by Delmarva Power or must be performed by the customer.
- Please recognize that these are general guidelines the company will follow during the installation of new advanced metering technology. There may be exceptions which will be handled on a case-by-case basis.