

Definitions: (cont.)

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 Conectiv Power Delivery.

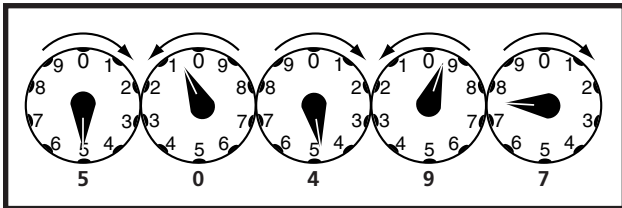
Standard Offer Service and Transmission - This is the supply service you receive if you do not choose a new supplier. The Virginia State Corporation Commission regulates these rates.

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.



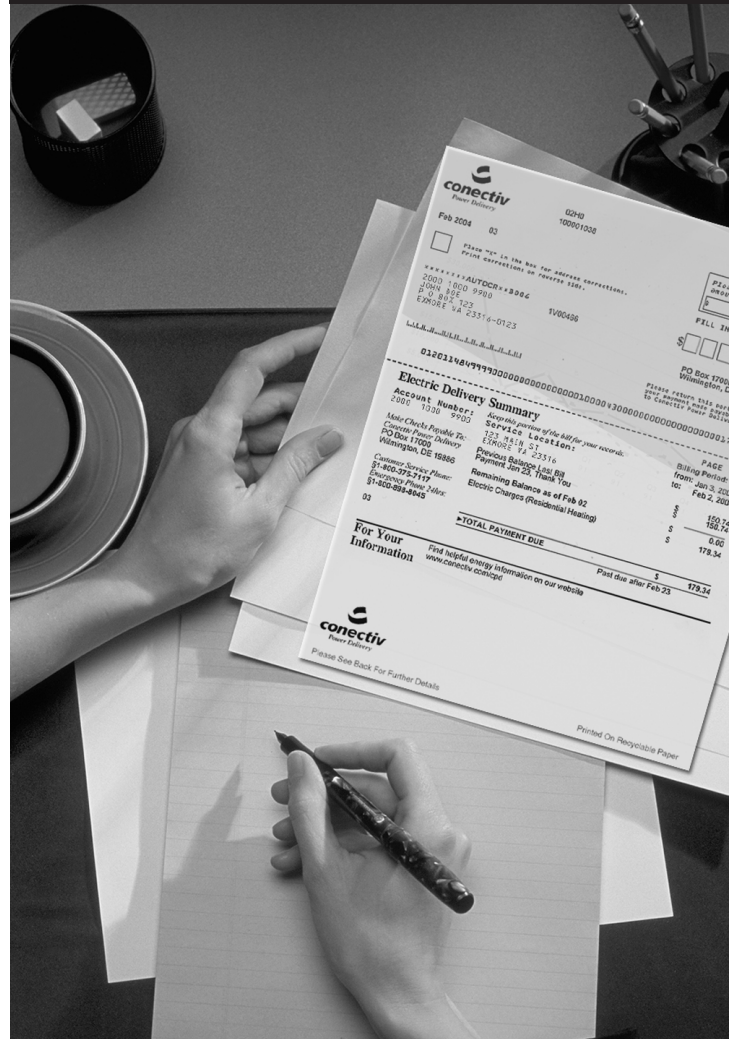
To find the amount of energy used between two readings, subtract the first reading from the second.

Note: Some meters have digital displays.



140-03-04

VIRGINIA CUSTOMERS:



How to Read Your Bill



How to read your bill:

connectiv
Power Delivery

02HD
100001038

Feb 2004 03

Please pay this amount by Feb 23
\$ 179.34

FILL IN AMOUNT PAID
\$ [] [] [] [] [] [] [] [] [] []

PO Box 17000
Wilmington, DE 19886

Electric Delivery Summary

Account Number: 2000 1000 9900

Service Location: 123 MAIN ST
EXMORE VA 23316

Remaining Balance as of Feb 02

TOTAL PAYMENT DUE \$ 179.34

For Your Information Find helpful energy information on our website
www.connectiv.com/tipd

connectiv
Power Delivery

02HD
100001038

JOHN DOE
P O BOX 123
EXMORE VA 23316-0123

Service Location: 123 MAIN ST
EXMORE VA 23316

Electric Meter Information
Meter Number: 12255014600
Current Meter Reading: Feb 2 (actual) 003113
Last Meter Reading: Jan 3 (actual) 001023
Total KWHS Used 2009

Your Next Scheduled Meter Reading is Mar 3, 2004

Electric Delivery Charges
Current charges for 30 days - Residential Heating

Winter Rates in Effect
The average annual price to compare for Residential Heating customers is \$4.47 cents per kWh.

Delivery Charges:	\$ 3.84
Customer Charge	\$ 18.78
Distribution Charge: First 500 kWh X \$0.037559	\$ 45.41
Distribution Charge: Excess 1538 kWh X \$0.025524	\$ 3.01
Consumption Tax	\$ 3.00
Local Tax	\$ 74.04
Total Electric Delivery Charges	\$ 179.34

Supply Charges:
Standard Offer Service & Transm: First 500 kWh X \$0.057688 \$ 28.84
Standard Offer Service & Transm: Excess 1538 kWh X \$0.049714 \$ 76.50
Total Electric Supply Charges \$ 105.30

Total Electric Charges \$ 179.34

Your Electric Energy Comparison

Daily Averages:	Feb 03	Feb 04
Temp:	28°	29°
KWh:	69.3	67.9

Monthly Usage in KWHS

Printed On Recyclable Paper

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 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 and the rate schedule on which you are billed.

12. This indicates which seasonal rate is in effect.

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

14. 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.

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

16. 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.

Consumption Tax - In 2001, the Commonwealth of Virginia imposed a new tax on consumers of electricity. This tax replaces the Virginia Gross Receipts tax. The consumption tax is based on kilowatt-hours delivered by the utility company to the consumer. The Tax is imposed directly on customers and is to be separately stated on the customer's bill. The tax is collected by the Utility Company and is remitted to the Commonwealth of Virginia on a monthly basis.

Local Tax - The local tax is similar to the Consumption Tax in that it is based on kilowatt-hours and are imposed on consumers. The difference is that the local tax is paid to localities, (i.e., towns and municipalities), as oppose to the Commonwealth of Virginia. In addition, the rates imposed by the Commonwealth and the various localities also differ.

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