



# Understanding Your Energy Bill & Available Resources

At Atlantic City Electric, we're committed to providing safe, reliable energy and keeping you informed. We're here to help you better understand your bill, manage energy use, reduce costs, and access assistance when needed.

## What's Changing in Your Bill this Winter

Here are the primary cost adjustments that may impact your total bill this winter.

**1% distribution increase (+2 on average\*)** We recently reached an approved settlement that enables the company to recover investments focused on strengthening reliability and improving customer experience and enhancing efforts to connect customers with vital programs and resources to help manage bills. This distribution change also reflects the seasonal change, as winter rates are lower than summer rates due to a decrease in energy usage during the winter months.

**5% supply increase (+\$9 on average\*)** Our region is currently experiencing an imbalance between available generation supply and increases in the demand for energy, which is causing increases to supply costs in some areas. Atlantic City Electric does not own generation. We purchase energy supply on behalf of our customers and pass those costs to them through their bill.

**2% transmission decrease (-\$4 on average\*)** The transmission rate supports the necessary investments in the transmission network from PJM Interconnection, which manages transmission lines in our area. The decrease in the transmission rate is due to lower transmission-related costs.

**Electric Generation/Capacity Cost Deferral (\$10/month, Sep.-Feb.):** To recover \$30 in deferred credits from July-August, the BPU approved a \$10 monthly charge from September through February. No interest will be applied.

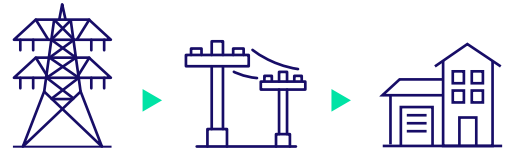
*\*Costs are based on the average customer usage of 643kWh/month.*

## Understanding Your Energy Bill

There are points during the year when your bill can go up or down based on several factors relating to weather, the cost of electricity and changing rates.

Your electric bill is broken into two parts – the cost to generate the energy you use, and the cost to deliver that energy to your home. Your usage impacts both of those costs.

**Delivery** charges cover the cost of transporting electricity from the power plant to your home. This includes maintaining power lines, substations, and other infrastructure.



**Supply** charges are a pass-through cost of electricity and gas used, determined by supply and demand. Electric supply also includes your use of the transmission system that moves power long distances.



**Usage** is the amount of energy you have used over a billing period. Usage impacts the delivery charge as the more you use, the more it costs to deliver the energy.



For the latest updates on our bill support, visit [atlanticcityelectric.com/BillSupport](https://atlanticcityelectric.com/BillSupport)

# Need Support With Your Energy Bill? We're Here to Help.



## Atlantic City Electric offers payment assistance programs to make it easier to manage your bills, including:

- **Atlantic City Electric's Customer Relief Fund**, which offers up to \$500 in relief to eligible limited and moderate-income customers. Learn more at [www.atlanticcityelectric.com/Relief](http://www.atlanticcityelectric.com/Relief).
- **Budget billing**, which provides a predictable monthly payment based on your electricity usage from the last 12 months. Sign up for budget billing through My Account.
- **Payment arrangements** of up to 12 months for eligible residential customers with past-due balances.
- **High usage alerts**, which alert customers when their usage is trending higher than normal to help manage overall energy use.

### Other Ways We Can Help



**Bill support** – Visit [atlanticcityelectric.com/BillSupport](http://atlanticcityelectric.com/BillSupport) for details about current impacts to your bill and information about payment arrangements, due date extensions, budget billing and energy assistance resources for eligible customers.



**Assistance Finder Tool** – Our Assistance Finder Tool allows customers to explore the many assistance programs available. Visit [atlanticcityelectric.com/AssistanceFinder](http://atlanticcityelectric.com/AssistanceFinder) to get started today.



**Need more support?** – We are here to help customers understand the details of their bill and offer solutions to manage future bills. Customers can call 800-642-3780 to speak with a Customer Care representative directly.

### Tips for Saving Energy this Winter

**Check your thermostat.** If health permits, set the thermostat to 68 degrees. Lowering your thermostat 7 to 10 degrees for 8 hours a day can reduce your annual heating costs by 10 percent. Consider investing in a smart thermostat that can connect to your mobile devices, helping you stay on top of your energy usage.

**Maintain home heating equipment.** Have your heating equipment serviced periodically by a professional service representative.

**Insulate your home.** Trap escaping air from windows and doors by using caulking or weather-stripping around leaky areas, install storm windows in winter, and close chimney flues.

**Save energy and money through 'My Account'.** Your Atlantic City Electric online account contains tools and information that allow you to track and manage your energy use. Log onto [atlanticcityelectric.com/MyAccount](http://atlanticcityelectric.com/MyAccount) to get started.



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