

Delmarva Power Delaware Customer Relief Fund Q&A

What is the Delmarva Power Customer Relief Fund?

The Delmarva Power Customer Relief Fund is a one-time fund to provide support to customers who may be facing challenges with high energy costs. The Delmarva Power Customer Relief Fund is made possible by a one-time charitable donation to the Delaware Energy Fund by Exelon, Delmarva Power's parent company. The fund is available to eligible limited- and moderate-income Delmarva Power customers.

Who is eligible for the fund and how do customers apply?

The Delaware Sustainable Energy Utility (SEU) manages the Delaware Energy Fund and will administer the grants through the newly launched fund and assist eligible customers with applying. The fund will be available to customers who meet the following criteria:

- Active residential customer
- Household that is either limited- or moderate-income
 - **Limited income:** 60% of State Median Income
 - **Moderate income:** Between 60% of State Median Income and 350% of Federal Poverty Level
 - Carry a balance of at least \$250
- Participate in the Energize Delaware Home Energy Checkup and Counseling (HEC2) program

Limited Income Guidelines - Monthly (60% of State Median Income)

- 1 person - \$3,145
- 2 people - \$4,112
- 3 people - \$5,080
- 4 people - \$6,048
- 5 people - \$7,015
- 6 people - \$7,983
- 7 people - \$8,164
- 8 people - \$8,346

Moderate Income Guidelines - Monthly (350% of Federal Poverty Level)

- 1 person - \$4,564
- 2 people - \$6,168
- 3 people - \$7,772
- 4 people - \$9,377
- 5 people - \$10,981
- 6 people - \$12,585
- 7 people - \$14,189
- 8 people - \$15,793

Please note: If a customer's past-due balance exceeds the eligible credit amount and their service has been disconnected and finalized, they are not eligible for the Customer Relief Fund. If the eligible credit covers at least 75% of the balance due, and the customer can make payment on the previous account to reconnect service, they will be considered eligible for the Customer Relief Fund.

Information on how to apply is available at delmarva.com/ReliefDE.



Is there a deadline to apply?

The program began on August 20 and will be available until program funds run out.

How will customers receive relief?

Approved grants will be credited to the customer's Delmarva Power account.

Why is the Delaware Sustainable Energy Utility involved in this?

The Delaware Energy Fund was established this year through collaboration by government, utilities and community organizations, including Governor Matt Meyer and the Delaware Sustainable Energy Utility (SEU). The Delaware SEU manages the Delaware Energy Fund and will administer the grants through the newly launched fund and assist eligible customers with applying.