

Making the Switch to Natural Gas Frequently Asked Questions

- 1. Can I save money by switching to natural gas for heating my home?** Yes, you can lower your energy bill compared to what it costs to heat your home with oil, propane or resistance heat. Savings vary according to fuel source and heating equipment.
- 2. How will Delmarva Power determine if natural gas is available to me?** We will review gas system maps to see how close existing mains are to your home. The review will also determine if it will be economically feasible to serve you and your neighbors (if you live in a neighborhood).
- 3. If gas is available in my neighborhood, what is the next step that I need to take to initiate the process of bringing gas to my house?** We encourage you and as many of your interested neighbors (the more that switch, the lower the cost) to each submit a customer application today. You can get a customer application at delmarva.com or by calling our Residential Gas Coordinator at **302-429-3117**.
- 4. How much is the required deposit?** To confirm the customer's commitment to bring gas into a neighborhood, we will collect a \$200 refundable deposit with each customer application. The deposit is refundable if you switch to natural gas within five years of the date that gas became available to your home. We will also return the deposit if the project does not proceed to construction for reasons unrelated to your application.
- 5. How will you determine the costs associated with bringing gas to my house?** There are many variables that determine your individual customer cost such as whether or not your property is in a neighborhood and whether or not other property owners in your neighborhood are also interested in switching to gas. In addition to providing the first 100 feet of gas main pipeline at no charge, we will also provide the first 100 feet of service line (the pipe from the main to your meter) at no cost to you. If the length of your service line exceeds 100 feet, you will have to pay an additional cost based upon the average construction cost per foot of additional service. To expedite your service request, contact our Residential Gas Coordinator at **302-429-3117** or by email at myswitchtogas@delmarva.com.
- 6. What is Delmarva Power responsible for during the installation process?** We will install gas mains just behind the curb along the front of your home on one side of the street or the other. We will also install a service line from the main pipeline to the location where your gas meter will be placed, usually on a front or side wall of your house, as close to the street as possible.
- 7. What is the customer's responsibility during the installation process?** You will be responsible for installing all gas-burning appliances and the piping from the outside meter location to the appliances. The piping will have to be pressure tested by the installing contractor and certified as gas-tight by the New Castle County or

COMPARE WINTER HEATING COSTS

Winter Heating Season	Heating Oil	Natural Gas	Electric	Propane
2010-11	\$2,298	\$724	\$946	\$1,350
2011-12	\$2,087	\$608	\$902	\$1,260
2012-13	\$2,442	\$657	\$939	\$1,417
2013-14	\$2,393	\$742	\$958	\$1,444

Source: Prices based on Short Term Outlook, Energy Information Adm & State LIHEAP Surveys. The heating season price comparison is Oct.-March.

municipal inspector who has jurisdiction. The inspector will leave a tag at the house certifying the inspection. We will need to see the tag before installing the gas meter.

8. How will the gas mains and services be installed and how will it affect my property?

We most commonly install gas mains by digging a trench with a backhoe. Once the main is installed, we will cover the trench line with topsoil and seed unless we make specific arrangements beforehand. In most cases, we are able to bore under driveways and sidewalks when installing the main to avoid costly restoration of paved areas and to provide continuous access to them.

9. If I decide to switch to gas, what is the estimated time frame for completion of the construction to extend the main and service lines?

On average, it takes approximately four to six weeks to convert customers to our natural gas service in New Castle County. When you notify us of your decision to convert to natural gas, we send a field representative to your location to conduct a thorough job analysis and provide you with an estimated job completion date.

10. I switched to natural gas last year under the old policy. Will I get a rebate or refund based on the new policy?

No, the new tariff provisions became effective on February 11, 2014 and they apply only to conversions taking place after that date.

11. Is there financing available to customers who want to switch to natural gas, but can't afford the new HVAC equipment?

Yes. We encourage customers to visit the Delaware Sustainable Energy Utility (SEU) – Energize Delaware – at energizedelaware.org which offers a low-interest loan program for Delawareans seeking to make their homes more energy efficient and provides rebates for upgrading home appliances and heating equipment.



12. Will there be rebates available to customers seeking to convert to natural gas?

Yes. You can visit the Delaware Sustainable Energy Utility at energizedelaware.org for more information on rebate programs and low-interest loans, which could help you save on the cost of new HVAC equipment. Additionally, many HVAC equipment contractors offer special savings programs for those interested in investing in new equipment.

13. Does Delmarva Power make recommendations for HVAC contractors?

No, we do not recommend any specific HVAC contractors. You can select the contractor of your choice. We do recommend that you research HVAC contractors and check with the Better Business Bureau's website, at delaware.bbb.org.

If you have any additional questions, please call the Residential Gas Coordinator at 302-429-3117, or email myswitchtogas@delmarva.com.

For natural gas emergencies in New Castle County, call 302-454-0317.