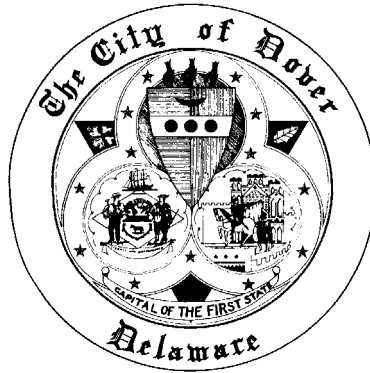


# CITY OF DOVER UTILITIES

## CUSTOMER SERVICE



CITY OF DOVER  
5 EAST REED STREET  
DOVER, DE 19901

### WHO WE ARE

City of Dover Utilities are publicly owned and operated electric and water utilities serving the Greater Dover Area.

#### Location, Hours, and Phone Numbers

5 East Reed Street

8:30 a.m. - 5:00 p.m., Monday through Friday

Customer Service	736-7035, 7036, 7037, 7038, 7040, 7041
Cashiers	736-7055
Bill Collections	736-7042
Miscellaneous Bills/Special Assessments	736-7039
Dispatch (Emergency)	736-7086
Fax	736-7193

## **THE CUSTOMER**

### **Starting and Stopping Your Service**

When you need to request a service connection or disconnection, contact Customer Service. Before a Customer Service Representative turns utility service on, you will be required to come to our office at 5 East Reed Street to complete an application for utility service. In addition, you will be required to provide a lease or proof of ownership, a Social Security card, and one other form of identification that carries your photo.

Because an outstanding water service bill becomes a lien against property, water billings are ultimately the responsibility of the property owner regardless of the arrangements made between the property owner and the tenant. A tenant's name may appear on a water bill after applying for electric service and with prior permission from the property owner.

### **Where to Pay Your Utility Bill**

During business hours, you can pay your utility bill at our 5 East Reed Street location. A drive-up window is available. After-hours payments can be made at a drive-up box (the outside lane of the drive-up area) or at the drop box located on the Reed Street side of the building. Payments can also be mailed to: City of Dover Utilities, P.O. Box 7100, Dover, DE 19903-7100.

### **Deposit**

The initial deposit requested to turn on utilities is a form of protection we offer customers who pay their bill regularly.

As a municipally-owned utility, we cannot refuse initial service to any customer based on credit rating as merchants, department stores, and other businesses can. Due to the nature of our products, repossession is impossible. Once the service has been used, it is gone.

Unfortunately, some of our customers move without paying for the service they used. Since we bill after the service has been used, the services have already cost Dover money - the wholesale cost of the utilities, salaries, equipment, and maintenance. We apply the deposit to the customer's last bill and help reduce Dover's losses.

### **Credit Policy**

We urge our customers to maintain a good pay record with us by getting into the habit of paying their Dover utility bills promptly.

Before we disconnect utility service for nonpayment, a cut-off notice is mailed indicating the last day to pay the amount of the bill.

If the amount of the cut-off notice is not paid and if satisfactory arrangements are not made with Customer Service, service will be disconnected. Credit policies are available upon request. Customers experiencing a financial hardship may call 736-7042 to discuss credit arrangements. They may also come to our office at 5 East Reed Street.

### **Disputed Bills**

Customers who disagree with their utility statement may request an informal conference to clear up any questions, discuss disputed bills, or to make any needed adjustments.

### **When You Are Away...**

When you are away from home for a couple of days or for several weeks, the use of energy in your home does not stop.

Unless all your utilities are disconnected, energy is being used in your home when you are not there.

Your refrigerator and freezer continue to work to keep food cool. Your water heater works to maintain the temperature of the water. If you did not turn your heating or air-conditioning systems off, those units will automatically come on when the temperature gets high or low enough, consuming energy while you are gone.

## **YOUR BILL**

### **Estimated Bill**

If for some reason our meter readers are unable to read your meter, you will receive an estimated bill. An unfriendly dog, a meter in a locked area, or bad weather on your meter reading day are some reasons why they might not read your meter. The next time our meter reader is able to take a true reading, your bill will be automatically corrected.

Call 736-7799 for a supply of free meter reading cards if your meters are not accessible and we are estimating your reading regularly. However, we require that you allow us to take an actual reading at least every three months. Call 736-7799 for a convenient time to have someone read your meter.

### **Equalized Payments**

We design our Equalized Payment Plan for customers whose electric bill fluctuates seasonally. If you have electric heat, you may wish to enroll. The plan runs from October through September. If you are interested in the plan, call 736-7041.

### **Kilowatt-hours and Thousand Gallons**

We sell electricity in kilowatt-hours (kWh). A kilowatt-hour is one kilowatt of electricity that works in your home for one hour.

We sell water per the thousand gallons (Tgal). The typical family of four uses approximately 7,500 gallons per month.

## RATES

### Electricity

Dover generates and sells electricity. We are the largest public power system in Delaware.

<u>Monthly Rate</u> <u>Customer</u>	<u>Summer Billing</u> <u>June to October</u>	<u>Winter Billing</u> <u>November to May</u>
Per Bill	4.00	4.00
<u>Energy</u>		
First 1000 KWH, per KWH	.0924	.0880
Over 1000 KWH, per KWH	.0924	.0808

### Water/Wastewater

Dover owns and operates water and wastewater distribution and collection systems, storage reservoirs, production wells, and treatment facilities to provide adequate, potable water within our service area.

	<u>Within City</u>	<u>Outside City</u>
Up to 200,000 gal	\$2.35 per 1,000 gal	\$3.53 per 1,000 gal
201,000 to 400,000 gal	\$2.20 per 1,000 gal	\$3.30 per 1,000 gal
401,000 to 600,000 gal	\$2.10 per 1,000 gal	\$3.15 per 1,000 gal
601,000 gal and above	\$2.05 per 1,000 gal	\$3.08 per 1,000 gal
Sewer	\$1.65 per 1,000 gal	\$2.35 per 1,000 gal
Kent County Sewer	\$1.85 per 1,000 gal	\$1.85 per 1,000 gal

**ALL RATES ARE EFFECTIVE AS OF 07/01/02**