


How to Read Your Bill

1. Service Address tells us where the services are provided.
2. Customer Number. Please remember to include this number on your check or money order when you pay your utility bill or contact the Customer Service Dept for assistance.
3. The cycle route number is an internal number representing when your meter is read and billed.
4. Your account billing date.
5. Payment must be received on or before this date or your account will become delinquent and subject to penalties and disconnection.
6. This amount indicates the total charges from your current bill.
7. This amount indicates the outstanding balance on your account at the time of billing. It includes any payments, penalties, adjustments, or past due amounts.
8. Your total amount of all charges due.
9. Your account activity in detail. Any payments, charges, or adjustments to your account will appear here.
10. This area lists the types of services you have.
11. The service period is from the date of your previous meter reading to the date of your present meter reading and the number of days in the service period for the current month.
12. Your meter serial number and type of billing units.
KWH – (Kilowatt hour) -The basic unit of electric energy for which customers are charged in cents per kilowatt hour.
TGal – Water usage is billed in one thousand gallon increments and is directly related to your water meter reading and consumption.
13. The difference between the current and previous meter reading gives you the usage for the current billing period. Your bill amount is calculated based on the usage for each service. Here you can compare your usage to last year same month.
14. **Customer charge**- You receive a customer charge for electric, water, and sewer services. This charge covers the administrative cost of maintaining your utility services.
Electric Energy Charge- A charge for the amount of electricity used in the billing period. Divide the charge by the consumption to determine your billing rate.
Green Energy Charge- A charge mandated by the State of Delaware based on electric kwh consumption. Funds are used for research and to offer grants for qualifying energy projects
Water Flow Charge- The amount of water used in a billing period measured in thousands of gallons (T-Gal) by your meter. Divide the charge by the consumption to determine your billing rate.
Sewer Flow Charge- A charge for wastewater flow based on water consumption for the billing period. Divide the charge by the consumption to determine your billing rate.
Kent County Sewer Adjustment Charge- This is a pass through charge the City pays to Kent County for the treatment of wastewater. The charge is based on water consumption.
Flat Rate Charges- These charges may include trash service and outdoor lighting. Flat rate charges are not based on metered consumption.
Green Energy Volunteer Block- Customers may purchase additional blocks of green energy on a volunteer basis. Blocks available to you for purchase are based on your consumption history and availability.
15. Lists the total of your current charges, the balance on your account at the time of billing, and total amount due.
16. Provides the average cost of all utility services per day during the service period.



City of Dover
P.O. Box 7100
Dover, Delaware 19903-7100

SERVICE ADDRESS			
1	123 Main Street	3	4
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
2	123456-12345	10-22	8/07/07
		8/28/07	5
		6	7
		8	
		210.95	
		.00	
		210.95	

JOHN AND MARY SMITH
123 MAIN STREET
DOVER DE 19901-0000

Please Detach and Return with Payment
1

SERVICE ADDRESS									
123 MAIN STREET									
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE						
123456-12345	10-22	8/07/07	8/28/07						
				Last Bill Amount	173.16				
				Payments	173.16-				
				Adjustments	.00				
				Balance Forward	.00				
				9					
				12	173.16				
				11	7/10/07				
10	Service Period	Days	Meter Number	Mult	Units	Current	Previous	Usage	
EL	6/29/07 7/31/07	32	26062613E	1.000	KWH	14318	13111	1207	
WA	6/29/07 7/31/07	32	50892271W	1.000	TGAL	693	7/06	845.00	
						USAGE FOR	7/06	13	
						688	5		
						USAGE FOR	7/06	6.00	
Service			Consumption			Charge			Total
EL	RES CUSTOMER CHG					5.00			
EL	ENERGY CHG		1,207.00			162.10			
EL	GREEN ENERGY CHARGE		1,207.00			.21			
			14						167.31
WA	WATER TGAL FLOW CHG		5.00			12.25			
WA	WATER CUSTOMER CHG					1.25			
									13.50
SE	SEWER FLOW CHARGE		5.00			10.50			
SE	SEWER CUSTOMER CHG					1.25			
SE	KENT COUNTY SNR ADJ		5.00			11.70			
									23.45
TR	TRASH SERVICE FEE		7/05/07	8/06/07		5.85			5.85
									.84
						Total Current Charges			210.95
						Balance Forward			.00
						Total Amount Due			210.95
						15			
						Average cost per day			16
									6.59

PAYMENTS RECEIVED AFTER 1:00 PM.
WILL BE POSTED ON NEXT DAYS BUSINESS

MAIL PAYMENT TO: CITY OF DOVER - P.O. BOX 7100 - DOVER, DELAWARE 19903-7100 - (302) 736-7035
 PAY IN PERSON AT: 5 EAST REED STREET - WEYANDT HALL - DOVER, DELAWARE
 *EMERGENCIES AFTER 5:00 PM—CONTACT DISPATCH AT 736-7086

Please note: Calculator settings may vary.

To view rates, please visit the City of Dover website at www.cityofdover.com