How To Read Your City of Dover Utility Bill

(Residential bill shown)

 \Rightarrow View City Tariff for more detail.

1 - Account Information & Customer Service

Service Address - where the services are provided.

<u>Account Number</u> - remember to include this number on your payment or when contacting Customer Service. <u>Bill Date</u> - account billing date.

 $\underline{\mbox{Due Date}}$ - payment must be received on or before this date.

2- Account Summary

Balance From Last Bill - debit / credit balance on the account at the time of billing. It includes any payments, penalties, or adjustments.

Current Charges - the total of your current charges.

Total Amount Due - total amount of all charges due.

3- Meter Information

vice Period - previous meter reading date to the date of your present reading.

Meter Number - and type of billing units.

KWH -(Kilowatt hour) - basic unit of electric energy charged.

KVAR -(Kilovar hour) – large commercial and industrial unit of electric energy.

RC- Net metering return consumption.

TGAL - Water & Lawn usage is billed in one thousand gallon units.

Messages and helpful information to keep you informed.

4 - Customer News & Information

ment options listed for your convenience.

RETURN STUB -

for payment. Includes make payment to and total amount due for the month.

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5-13 Month Consumption History

<u>Graphically displayed</u> average monthly KWH usage. Bar graph reads from left to right starting with the current, last month, and ending with last years consumption usage.

6- Current Charge Calculation

<u>Customer Charge</u> - is the administrative cost of maintaining your electric, water, and sewer services.

<u>Electric Energy Charge</u> - a charge for the amount of electricity used in the billing period.

Purchase Power Adjustment - energy adjustment based on electric KWH consumption.

<u>Green Energy Charge</u> - mandated by the State of Delaware based on electric KWH consumption.

<u>Water & Lawn Charge</u> - measured usage per thousands of gallons (TGAL).

<u>Sewer Flow Charge</u> - measured usage per thousands of gallons (TGAL).

<u>Kent County Sewer Adjustment Charge</u> - this is a pass through charge the City pays to Kent County for the treatment of waste-water. The charge is based on water consumption.

<u>Groundwater Inflow</u> - this adjustment represents the cost of treating invasive groundwater inflow, and surface water infiltration. The charge is measured on water consumption.

Flat Rate Charges - trash or recycle services, and outdoor lighting are not based on metered consumption.

<u>Cumulative Charge less Actual Paid</u> - difference between actual charges billed and payments received. Budget Amount Due - by date shown.

<u>Commercial & Industrial Accounts</u> - *reactive power correction components: Demand – KW (Kilowatt), Power Factor – PF%, KVAR – (Kilovar)

*See City Tariff for more detail.

7- Payment Stub

NEW PAYMENT ADDRESS - Please contact your online transfer or electronic payment processing institution to update your records. The <u>new PO Box address</u> is: City of Dover Utility, PO Box 15040, Wilmington DE 19886-5040.