

Special read date

Meter readings are obtained by City's meter reading staff on a monthly basis on a pre-determined route. The area of the service address determines the date the meter is read, billed, and due, and requests for specific billing date cannot be accommodated. The electric bill shall be due and payable within twenty-one (21) days after the electric bill is dated.

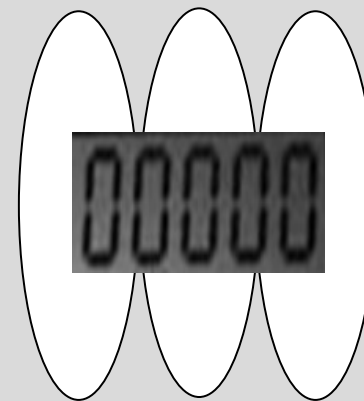
For additional information on the City of Dover utility policy, visit our website:
www.cityofdover.com.

City of Dover Utilities
5 E Reed St
Dover DE 19901
Monday-Friday 8:30am - 5:00 pm
Telephone: 302-736-7035
Fax: 736-7193

www.cityofdover.com

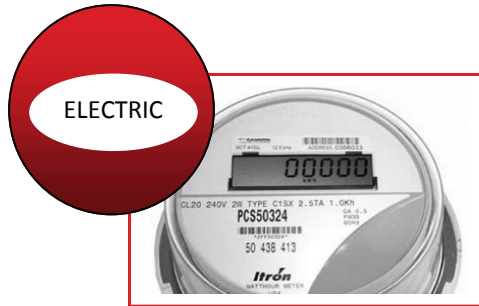
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METERS, READINGS, AND CONSUMPTION



www.cityofdover.com

Meters, Readings and Consumption



How the meter is read

Your City provided utility meters measures the amount of electricity and/or water you use at you service location. Electric usage is measured in kilowatt hours (kWh). Similarly, water meters measure T-gals or per thousand gallon of water usage used at your location.

Meter Readers use an electronic device to read your meter every month unless it is inaccessible due to locked gates, heavy foliage, unrestrained dogs, or inclement weather (flooding, etc.). When a meter cannot be read, an estimate is made by computer.

Your cooperation in creating a safe working environment for our employees is appreciated, and will eliminate the need for an estimated bill. Any difference between the estimate and your actual energy is adjusted automatically on your next billing, provided actual readings are obtained.

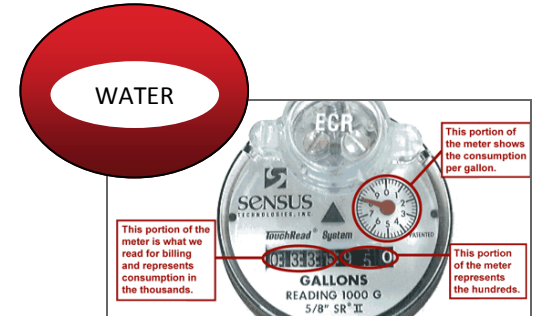
When is my meter read

Your meter is read once a month by a Meter Reading employee. Due to weekends, holidays, or the length of the month, the total days between each meter reading may vary, so it's possible for your monthly usage to increase or decrease from the previous billing period even though your average daily use remains the same.

Your electric and water bill is calculated based on what is used in a monthly billing cycle. As the meter is read from month to month, the difference in these readings accounts for your consumption, and you are billed accordingly.

When is the reading estimated

On occasion, events beyond our control may force us to estimate your home's water or electric usage for a month's billing cycle. Locked gates, threatening dogs, covered or blocked meters, and dangerous weather conditions may make it impossible for meter staff to reach your meter. Bills are estimated in mass when weather conditions cause a safety hazard for meter readers. As you build or landscape your home, think about how we are going to get to your meter.



Why is my bill so high?

Why Your Bills May Vary:

Change of season: During the summer, hot weather will make your air conditioner, fans, refrigerator, pool, or spa run longer and more often, using more energy. In the winter, your lights and heating appliances will be on longer as the days grow shorter and cooler.

Change in living habits: A new home, a new baby, new hobbies, visitors -- all these changes will cause an increase in your energy or water usage and your total utility bill.

Additional or older appliances: A new computer, large screen television, pool, or spa can increase your bill. Older appliances, which can become less efficient through the years, can also add to your electric bill.