How To Read Your City of Dover Utility Bill

Account Information & **Customer Service** Service Address - where the services are provided. Account Number - remember to include this number on your payment or when contacting Customer Service. Bill Date - account billing date. 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 Service 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 & industrial unit of electric energy. RC Net metering return consumption. TGAL - Water & Lawn usage is billed in one thousand gallon units. Customer News & Information Messages and helpful information to keep you informed. Other payment options for your convenience.

Contact Information 8:30 a.m. - 5:00 p.m. Monday-Friday Account Information Customer: Service Address: 1234 Planter Dr. Customer Service: 302-736-7035 10-03 Emergency after 5 p.m.: 302-736-7086 Account #: 11111-22222 BII Date: 02/03/2016 Website: www.cityofdover.com City of Dover 02/24/2016 Due Upon Receipt. Interest From Last Bilt Thank your Last payment received Other Payment Options 146.32 Cm 01/27/2016 Forments and adjustments mode after this Bill Date #2/#will appear on nextbill. anthe Bank Draft from checking Carriert Chargo: ning scream-signopho aduat Papeant Plan-pharman ash marsh for A late payment charge of 1.5% will be added to any balance revealing 10 days after billing Total Amount Due: tel caromen-sign ap readed Calles Payreset with a credit and THE PART AND Meter Information - Basidential Bitar | Days Service Period 72152190E 29 12/30/15 1/29/16 49249620M 29 12/30/15 1/29/16 Previous 1604.00 060.00 Present 2243.00 864.00 Customer News & Information

⇒ View City Tariff for more detail.

NO OBC PER WILLITT BILL METRINTS # 1.00 ANTENNESS REPORTS # 1.00

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Charges for current cycle Service Rate Charge Consumption States and .120300 67.25 퇊 ENERGY CHG GREEN ENERGY CHARGE 559.00 559.00 Consumption History TOTAL ELECTRIC NATER TOAL FLOW CRG NATER CUSTOMER CRG TOTAL NATER SERVICE 74.95 4.00 3.000000 Electric Usage 2.50 2.650000 4.00 SINCE FLOW CHARGE SINCE CUSTOMER CHG 10.60 5 GROUNDANTER INFLOM 4.00 1.500000 6.00 TOTAL SINCE SERVICE 28.46 TOTAL TRASH 17.00 Arg daily kwh: 19.2 6 Water Usage 1111 ATTENTION: To Avoid Disconnection scorection of service may occur if total amount dae is not received by Spe on /30/2014. (This date is the date shown on your bill.) If the account is achedul accorection, a minimum of a 350 mervice fee must be paid along with the total am If the account is scheduled for deposit may also be required Pietres detach this portion and rorait with gaune out made by real as in person. Hisl of rerrespondence to utility billing effe-

Notify customer service to update mailing address, phone manber, or chail, Total Assessed Dure ASHLEY J GIRDON 123495-9152 134.81 City of Dover BANK DRAFT Due Opon Receipt 134.93 Male Parmaris in City of Dover Utility John Doe 1234 Planter Dr. Po Box 15040 Wilmington, DE 19886-5040

0 0012 3485 0000 08152 0000 0013 4816

(Residential bill shown)

Mult 1.00 1.00 559.00 4.00 Swc Units EL XDEL MA TOAL 6

7

.00

134.91

3

2 134.91

13 Month Consumption History

Graphically displayed monthly usage. Average temperature, KWH & TGAL usage, and Cost Per Day.

Current Charge Calculation

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

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

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

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

Water & Lawn Charge - measured usage per thousands of gallons (TGAL).

Sewer Flow Charge - measured usage per thousands of gallons (TGAL).

Kent County Sewer Adjustment Charge - 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.

Groundwater Inflow - 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 - trash or recycle services, and outdoor lighting are not based on metered consumption.

Budget Plan Amount - equalized payment due each month.

Cumulative Charge less Actual Paid - difference between actual charges billed and payments received.

Budget Amount Due - by date shown.

Commercial & Industrial Accounts - reactive power correction components:

Demand - KW (Kilowatt), Power Factor - PF%, KVAR - (Kilovar) See City Tariff for more detail.

Payment Stub

Return portion - for payment. Includes make payment to, and total amount due for the month.