

How To Read Your City of Dover Utility Bill

(Residential bill shown)

⇒ *View City Tariff for more detail.*

1- 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

Previous Period - previous meter reading date to the Serial 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.

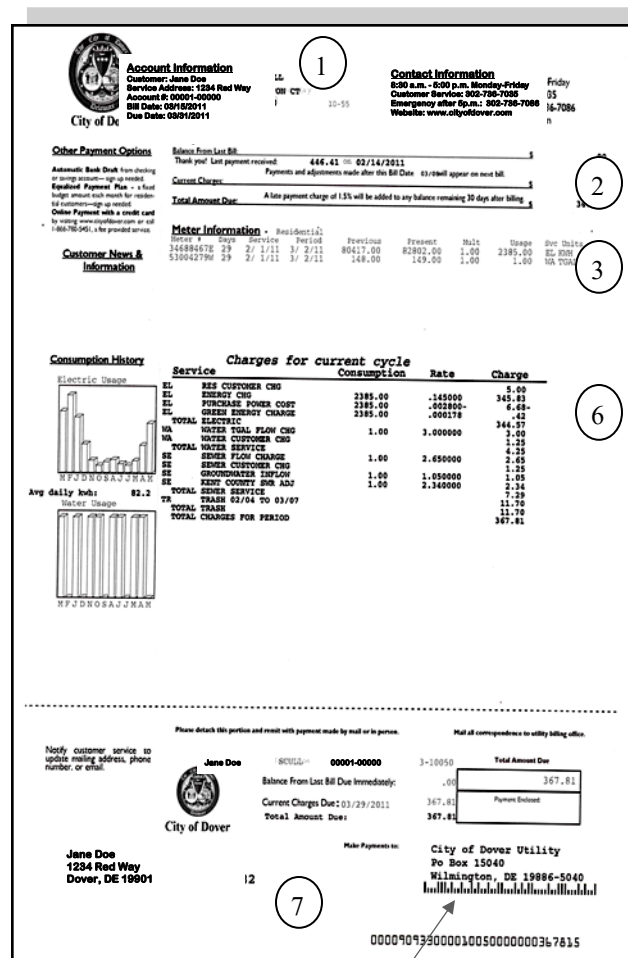
RC- Net metering return consumption.

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.



5- 13 Month Consumption History

Graphically displayed 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

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 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 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.

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.

7- Payment Stub

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

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