

# How To Read Your City of Dover Utility Bill

⇒ View City Tariff for more detail. (Residential bill shown)

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## 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.

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## 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.

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## 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.

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## Customer News & Information

Messages and helpful information to keep you informed. Other payment options for your convenience.

**Account Information**  
 Customer: 1234 Planter Dr.  
 Account #: 11111-22222  
 Bill Date: 02/23/2016  
 Due Upon Receipt: 02/24/2016

**Contact Information**  
 8:30 am - 5:00 pm, Monday-Friday  
 Customer Service: 302-736-7035  
 Emergency after 5 p.m.: 302-736-7086  
 Website: www.cityofdover.com

**Other Payment Options**  
 Automatic Bank Draft  
 Estimated Payment Plan  
 Online Payment with a credit card

**Current Charges**  
 Total Amount Due: 134.81

**Meter Information - Residential**  
 Meter # 72152190E  
 Meter Type 29  
 Meter Date 12/30/15  
 Meter Location 1/28/16

Service	Consumption	Rate	Charge
EL ENERGY CHG	559.00	1.200000	67.25
CHGS ENERGY CHARGE	559.00	.000178	10.00
WA WATER TOTAL FLOW CHG	4.00	3.000000	12.00
SE SEWER FLOW CHARGE	4.00	2.650000	10.60
SE GROUNDWATER INFLOW	4.00	1.500000	6.00
SE KENT COUNTY SWR ADJ	4.00	2.340000	9.36
TOTAL TRASH SERVICE FEE			17.00
TOTAL CHARGES FOR PERIOD			134.81

**Consumption History**  
 Electric Usage  
 Water Usage

**ATTENTION: To Avoid Disconnection**  
 Disconnection of service may occur if total amount due is not received by 05/01/2016. (This date is the date shown on your bill.) If the account is scheduled for disconnection, a minimum of a \$50 service fee must be paid along with the total amount due. No additional deposit may also be required.

**Payment Stub**  
 Total Amount Due: 134.81  
 Payment Method: BANK DRAFT  
 Due Upon Receipt: 134.81

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## 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.

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## 13 Month Consumption History

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

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## Payment Stub

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