# 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.

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

## 2- Account Summary

<u>Balance From Last Bill</u> - 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

<u>Service Period</u> - 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.

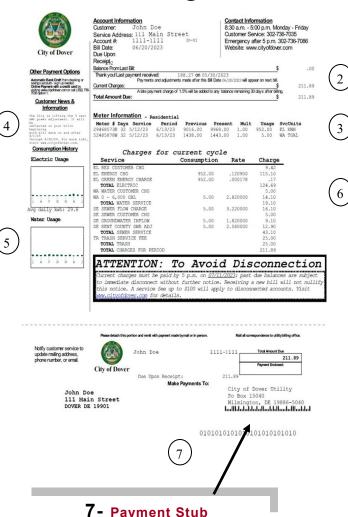
RC- Net metering return consumption.

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

Messages and helpful information to keep you informed.

#### 4- Other Payment Options

Customer news and information, listed for your convenience.



#### 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.

<u>Purchase Power Adjustment</u> - 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 wastewater. 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.

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

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

\*See City Tariff for more detail.

Attention: To Avoid Disconnection—Due date for current charges and notice for past due balances.

#### **RETURN STUB** -

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

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