

How To Read Your City of Dover Utility Bill

(Residential bill shown)

⇒ View City Tariff for more detail.

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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.

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 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.

Account Information
 Customer: John Doe
 Service Address: 111 Main Street 30-01
 Account #: 1111-1111
 Bill Date: 06/20/2023
 Due Upon Receipt:

Contact Information
 8:30 a.m. - 5:00 p.m. Monday - Friday
 Customer Service: 302-736-7065
 Emergency after 5 p.m. 302-736-7066
 Website: www.cityofdover.com

Other Payment Options
 Automatic Bank Draft (banking or credit card) - call at meter.
 Online Payment with a credit card by: www.cityofdover.com or call (302) 736-7065.

Customer News & Information
 The City is lifting the 3 cent gas price adjustment. It will be reflected on your bills beginning 6/15/23. Bill date on and after 6/15/23.
 Through 4/30/23, for more info, visit www.cityofdover.com.

Consumption History

Service	Consumption	Rate	Charge
EL REG CUSTOMER CHG			9.42
EL ENERGY CHG	952.00	1.20900	115.10
EL GREEN ENERGY CHARGE	952.00	.000178	.17
TOTAL ELECTRIC			124.69
WA WATER CUSTOMER CHG			5.00
WA 0 - 6,000 GAL	5.00	2.820000	14.10
TOTAL WATER SERVICE			19.10
SE SEWER FLOW CHARGE	5.00	3.220000	16.10
SE SEWER CUSTOMER CHG			5.00
SE GROUNDWATER INFLOW	5.00	1.820000	9.10
SE KENT COUNTY SBR ADJ	5.00	2.580000	12.90
TOTAL SEWER SERVICE			45.10
TR TRASH SERVICE FEE			25.00
TOTAL TRASH			25.00
TOTAL CHARGES FOR PERIOD			211.89

Charges for current cycle

ATTENTION: To Avoid Disconnection
 Current charges must be paid by 5 p.m. on 06/20/2023; past due balances are subject to immediate disconnect without further notice. Receiving a new bill will not nullify this notice. A service fee up to \$100 will apply to disconnected accounts. Visit www.cityofdover.com for details.

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

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

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 wastewater. 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.

Commercial & Industrial Accounts - *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.

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7- Payment Stub