

# 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

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- Customer News & Information

Other payment options listed for your convenience.

**Account Information**  
Customer: Jane Doe  
Service Address: 1234 Red Way  
Account #: 00001-00000  
Bill Date: 08/01/2011

**Contact Information**  
8:00 a.m. - 6:00 p.m. Monday-Friday  
Customer Service: 302-786-7000  
Emergency after 6p.m.: 302-786-7000  
Website: www.cityofdover.com

**Other Payment Options**  
Balance From Last Bill: 446.41  
Current Charges: 367.81  
Total Amount Due: 367.81

**Meter Information**  
Meter #: 346884678  
Previous Reading: 80417.00  
Current Reading: 82802.00  
Difference: 2385.00

**Consumption History**  
Electric Usage: Bar graph showing usage over 13 months.  
Avg daily index: 82.2

**Charges for current cycle**

Service	Consumption	Rate	Charge
EL RES CUSTOMER CHG			5.00
EL ENERGY CHG	2385.00	1.450000	345.83
EL PURCHASE POWER COST	2385.00	.002800	6.68
EL GREEN ENERGY CHARGE	2385.00	.000375	.90
NA TOTAL ELECTRIC			352.41
NA WATER TOTAL FLOW CHG	1.00	3.000000	3.00
SE WATER SERVICE			2.25
SE SEWER FLOW CHARGE	1.00	2.650000	2.65
SE SEWER CUSTOMER CHG			1.25
SE GROUNDWATER INFLOW	1.00	1.050000	1.05
SE KENT COUNTY RWR ADJ	1.00	2.340000	2.34
TR TOTAL SEWER SERVICE			11.70
TR TRASH			2.29
TR TOTAL CHARGES FOR PERIOD			367.81

**Payment Stub**  
Jane Doe  
1234 Red Way  
Dover, DE 19901  
Total Amount Due: 367.81  
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.

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

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.

**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.