How to Read Your Bill

1. Your service address tells us where the services are being used.

2. Your customer account number. Please remember to include this number on your check or money order when you pay your bill. This number is also needed when you contact the City of Dover about your utility bill.

3. Your cycle route is an internal number representing when your account is read.

4. Your account billing date.

5. Payment must be received by this date or your account becomes past due.

6. This amount indicates the charges from your current billing.

7. This amount indicates the balance on your account at the time of billing. It includes any payments, penalties, adjustments or past due amounts.

8. Your total payment amount for all charges due.

9. Your account activity is detailed. Any payments, charges or adjustments to your account will appear here.

10, This area lists the kinds of metered services you have.

11. Your service period is from the date of your previous meter reading to the date of your present meter reading and the number of days in your service period.

12. Your meter numbers and the type of billing units.

13. Your meter reading broken down by “current”, “previous” and “usage”.

14. This area lists your “Services” – the services for which you are being billed; “Consumption” – your usage during your service period; “Charge” – your itemized charges; and “Total” – the subtotals of your services for the current billing period.

15. Lists the grand total of your current charges, the balances on your account at the time of billing and the total amount owed on your utility account at the time of billing. The numbers are the same as 6,7 and 8 above.

16. Provides the average cost of all utility services per day during the service period.

