

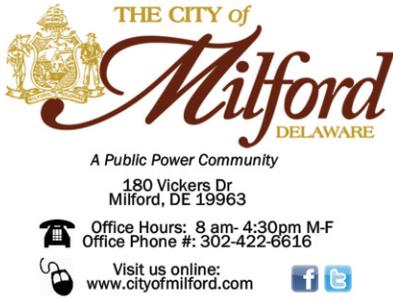
UNDERSTANDING YOUR UTILITY BILL



DEFINITIONS ON THE FRONT AND BACK EXPLAINING YOUR UTILITY BILL

Follow the **Numbers** to match with the detailed bill information.

- 1) CURRENT METER INFORMATION** - Shows the service period, days of service, meter number(s) for current billing cycle.
- 2) COMPARE YOUR USAGE** - A quick reference showing the daily average usage and monthly comparison to the previous month and same month a year ago.
- 3) MESSAGE CENTER** - This section is used to inform the customer about services and other items of interest.
- 4) ACCOUNT INFORMATION** - This section list your Account Number, Service Address, Bill Date, and Due Date.
- 5) ACCOUNT ACTIVITY** - Payments or adjustments during the previous billing period prior to this billing.
- 6) NEW CHARGES** - Billing and New Charge Summary information.
- 7) ACCOUNT BALANCE** - Information on your Current Charges, Total Amount Due, and After Due Date charges.
- 8) CUSTOMER'S MAILING ADDRESS** - This is the address we use to mail your bill to you.
- 9) REMITTANCE INFORMATION** - This section list your Account Number, Service Address, Due Date, Total Amount Due, and After Due Date.
- 10) REMITTANCE ADDRESS** - This is the address to mail your payment or correspondence.



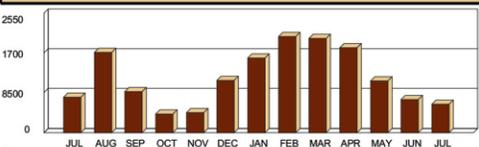
1 **CURRENT METER INFORMATION**

Type	Service Period	Days	Meter Number
EL	06/03/13 06/28/13	25	E24825613AE
WA	06/03/13 06/28/13	25	W06701742HE

Account History/Electric

PERIOD	DAYS	KW USED	DAILY AVG KW
CURRENT	25	616	25
LAST MONTH	31	717	23
YEAR AGO	38	1723	45

2 **YOUR MONTHLY ELECTRIC USAGE IN EL-KWH**



3 **SPECIAL MESSAGE**

REMINDER: Yard waste pick-up is scheduled every OTHER Wednesday, the same week as your scheduled Recycling pick-up. MAROON & GOLD!

Account STATEMENT

4 **ACCOUNT INFORMATION**

ACCOUNT # **1234-45678** CYCLE-ROUTE: **01-04**
 SERVICE ADDRESS: 1234 STREET DRIVE
 BILL DATE: 07/05/13
 DUE DATE: 07/22/13

5 **ACCOUNT ACTIVITY**

LAST BILL 155.79
 TOTAL PAID SINCE LAST BILL -155.79

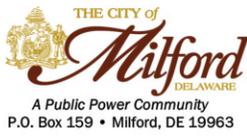
6 **NEW CHARGES**

EL ELECTRIC 91.51
 SE SEWAGE 16.65
 TR TRASH 23.50
 WA WATER 5.98
TOTAL NEW CHARGES 137.64

7 **ACCOUNT BALANCE**

CURRENT CHARGES 137.64
 TOTAL AMOUNT DUE 137.64
 AFTER DUE DATE 139.70

TOTAL DUE 137.64



8

To change mailing address check here and fill out back of form.

00000001 10Z 0000123 00 00000001

11 AV 0.360 0.3600
 JOHN Q SAMPLE
 1234 STREET DRIVE
 MILFORD DE 19963-0000

9 **REMITTANCE INFORMATION**

ACCOUNT NUMBER **1234-45678**
 CYCLE-ROUTE: 01-04
 SERVICE ADDRESS: 1234 STREET DRIVE
 DUE DATE: 07/22/13
 TOTAL AMOUNT DUE **137.64**
 AFTER DUE DATE **139.70**

AMOUNT ENCLOSED

10 City of Milford
 P.O. Box 159
 Milford, DE 19963



000008960000005320137.64

DEFINITIONS (continued) EXPLAINING YOUR UTILITY BILL

11

Follow the **Numbers** to match with the detailed bill information.

11) BILL DETAIL - List of all the itemized detail for service(s) on your account.

12) PAYMENT OPTIONS - Payments can be made at our local office, online, or drop box.

13) CHANGE OF CONTACT INFORMATION - This portion is a form supplied for you to update any of your personal information. Check box on front of remittance and mail in with payments.

	Service Period	Days	Meter Number	Units	Current	Previous	Usage
EL	06/03/13 06/28/13	25	E24825613AE	KWH	7811	7195	616
WA	06/03/13 06/28/13	25	W06701742HE	GALS	40108	39924	184
							2180

Service	Consumption	Charge	Total
EL BASE CHARGE	5.00	4.00	
EL ALL REMAINING USAGE	611.00	84.32	
EL ENERGY COST ADJ.	616.00	3.08	
EL GREEN ENERGY FUND	616.00	0.11	
TOTAL ELECTRIC			91.51
WA BASE CHARGE	1000.00	3.25	
WA 1001-4000 GALS	840.00	2.73	
TOTAL WATER			5.98
SE BASE CHARGE	1000.00	10.00	
SE OVER 1,000 GALS.	840.00	2.34	
SE SEWAGE TREATMENT	1840.00	4.31	
TOTAL SEWER			16.65
TR RESIDENTIAL TRASH	06/03/2013 06/28/2013	23.50	
TOTAL OTHER			23.50



**Know what's below.
Call before you dig.**
Call Miss Utility of Delmarva at
800-282-8555 or 800-441-8355

12

- PAYMENT OPTIONS**
- Customer Service office at 180 Vickers Drive
 - Online
 - Drop Box at City Hall - 201 S. Walnut and Public Works 180 Vickers Drive



13

CHANGE OF CONTACT INFORMATION

First Name _____ Middle Initial _____ Last Name _____

Street Address _____ City _____ State _____ Zip _____

Home Telephone Number () _____ Business Telephone Number () _____

Cell Telephone Number () _____ E-mail _____

Comments _____