



# IMPORTANT INFORMATION REGARDING YOUR BILL

Dear City of Dover Utility Customers,

Our new FY '24 Budget was passed on Monday, June 26, 2023. While Council was able to maintain property taxes (NO property tax increase, it will remain \$0.435 per \$100 assessed value) some of our utility rates have increased. Tax bills will be sent out the first part of July, however we have *extended the deadline of the tax bill to August 31, 2023*. Your tax bill is still available on the City of Dover website ([www.cityofdover.com](http://www.cityofdover.com)).

Water, sewer and trash rates will take effect with BILL DATES beginning JULY 1. (These rates were passed prior to the budget passing.) On the bill that you are receiving with this flyer, those rates have increased. Your ELECTRIC rate change however will be effective on your next bill. (Please note: Council voted to delay the increase to August 1st to give ample time to notify constituents.) This means your usage in July will be charged the new rates with bills that will be generated August 1st and forward (A few customers will see the end of June on their bill in August since their meter is read towards the end of each month for their billing cycle). Make changes in your usage now if you are concerned about your increase. You can see on the other side of this flyer what to expect for your changes. Go to our website and pull up your utility account and do the math so you can see what you can anticipate for your own increase. (You will see on the example, with all of the increases listed, it has a total impact of \$25.45 on this individual's bill.)

The Kent County Sewer Adjustment increase on your bill was due to Kent County increasing the rate (Levy Court approved the increase on July 13, 2023). Any questions pertaining to that, please contact your Kent County Commissioner. This is simply a pass through rate that goes through us and then to Kent County.

The city is impacted by inflation the same as each of you are. For example a transformer that used to cost us \$18,000 now costs \$30,000. We have seen increases in vehicle purchases, fuel, labor costs and more. While we try to remain good stewards of city funds, some increases were inevitable. We appreciate your understanding.

## Ways to Reduce Electric Usage:

Most families will average a use of 1000-1500 kwh on their utility bills. If your consumption is higher, your bill will be higher. Pay attention to your "Consumption" amount (circled in green on the back of this page). If you feel it is "too high" compare the usage to what you used the year prior by going to our website and looking at your old bills. Consider the weather. ∞ Has it been hotter the last month? Air conditioning that runs non stop increases bills quickly.

∞ If you typically keep your AC at 70, turn it up to 74 degrees. You will still feel significantly cooler coming inside without the burden of a higher bill.

∞ Unblock any vents that are covered by furniture to allow adequate airflow.

∞ Turn off lights.

∞ Unplug appliances and unused items (including cell phone chargers). All of these items are continually drawing electricity.

∞ Hang your clothes to dry - if you do not have clotheslines you can use hangers and hang them from your shower rod.

∞ Assess attic, wall and floor insulation and ventilation. Is it adequate?

∞ Seal your heating and cooling ducts.

∞ Insulate your hot water heater.

∞ Caulk and weather strip windows and doors.

∞ Repair/replace any broken windows.

∞ Use heavy curtains for windows to keep the heat out during the summer and reduce the cold during the winter months.

## Ways to Reduce Water Usage:

Most families will average a use of 3.0 - 4.0 tgal of water on their utility bills. Naturally, if you water your lawn, fill your pools, etc your amount will be higher. Pay attention to your "Consumption" amount (circled in green on the back of this page) to see if your amounts suddenly increase. If so, it may indicate that you have a leak. If you hear your toilet running, it is wasting water. Be sure to fix the "small" things because it can have a big impact on your bill.

## Need assistance with paying your bill?

You may qualify for assistance with your bill. The most important thing you need to do is contact Customer Service to let them know you are having an issue BEFORE you are disconnected. Please call **302-736-7035**. Staff is understanding and recognize that sometimes we all fall on hard times. There are state agencies, charitable organizations, community emergency resources and payment plan options available for those who qualify. Please note many of the resources require that you reach out prior to disconnection of your utility.

The Department of Natural Resources and Environmental Control (DNREC) offers a free Weatherization Assistance Program to help establish comfortable, energy-saving homes. The free program, helps homeowners and renters cut their energy bills by weatherproofing and improving the energy efficiency of their homes. Call 302-735-3480.