

# UNDERSTANDING YOUR NEW BILL

## Information on side 1 of your bill:

- 1. Lewes BPW Information** – This section would include our office address, our hours, important phone numbers, and our website address.
- 2. Service Summary** – This is the section where you will find your account number, statement date and due date for your payment. It also shows your previous balance, past due amount (if applicable) and current charges.
- 3. Disconnect Notice** – This notice will appear on your bill if you do not pay your balance by the due date.
- 4. Account Information** – Here you will find a list of all your services, meter information, consumption and service location for which you're being billed.
- 5. Message Center** – This is where you will find important information that the Lewes BPW wants you, the customer, to know.
- 6. Return Stub** – This section is the return stub which lists the billing address, your account number, the total due and what your balance would be after the due date. There's also a section here where you can choose to sign up for Round Up and Round Up Plus.

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**Lewes BPW** 107 Franklin Ave  
electric, water and sewer utility Lewes DE 19958

After Hours Emergency: 302-645-6228  
Office Hours: 8:00 am - 4:00 pm Monday - Friday  
Office Phone: 302-645-6228  
For utility information and online payment:  
www.lewesbpw.delaware.gov  
Pay by Phone: 833-690-4827

202 1 AV 0.389 5 202  
ANY CUSTOMER C-1  
904 ANYPLACE RD  
ANYWHERE DE 99999-9999

Statement Date	03/17/2020
Account Number	9999999
Payment Due	04/27/2020

Service Summary	
Previous Balance	\$192.96
No Payments Received	\$0.00
Past Due Amount	\$192.96
Current Charges	\$171.94
<b>Total Due on 04/27/20</b>	<b>\$364.90</b>
<b>Total Due After 04/27/20</b>	<b>\$370.37</b>

**\*\*\* DISCONNECT NOTICE \*\*\***  
Your account is past due. Please see the enclosed Disconnect Notice for details.

**Service Location: 904 ANYPLACE ROAD**

Service	Meter #	Days	Service Dates	From	To	Meter Readings	Previous	Present	Multiplier	Usage	Units
Electrical	9999999	29	02/17/20	03/17/20	03/17/20	58209	58003	2066	1	694	Kwh
Water	8888888	29	02/17/20	03/17/20	03/17/20	2090	2113	100	1	2300	Kwh
Sewer		29	02/17/20	03/17/20	03/17/20	2090	1840	1	1	2300	Gal

Message Center	
This is where you will find important information or messages from Lewes BPW.	

Current Service Detail	
Ready to Serve	\$16.00
Electric Usage	\$84.12
PCA	\$12.24
<b>Total Electric Charges</b>	<b>\$87.88</b>
Ready to Serve	\$16.00
Water Usage	\$2.74
<b>Total Water Charges</b>	<b>\$18.74</b>
Ready to Serve	\$30.00
Sewer Usage (80% water usage)	\$10.32
<b>Total Sewer Service Charges</b>	<b>\$60.32</b>
Storm Water Residential	\$5.00
<b>Total Storm Water Charges</b>	<b>\$5.00</b>
<b>Total Current Charges</b>	<b>\$171.94</b>

Return this portion with your payment

**Lewes BPW** 107 Franklin Ave  
electric, water and sewer utility Lewes DE 19958

ANY CUSTOMER  
904 ANYPLACE ROAD  
ANYWHERE DE 99999-9999

We accept: DISCOVER, VISA, MasterCard

Account Number: 9999999  
Total Due on 04/27/2020: \$364.90  
Total Due after 04/27/2020: \$370.37

YES, please sign me up for Round Up to round up my bill to the nearest \$1.00.  
 I have added \$\_\_\_\_\_ to the amount of my payment for Round Up. (\$1.00 increments please)

Lewes Board of Public Works  
107 Franklin Ave  
Lewes DE 19958-1413

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## Information on side 2 of your bill:

- 1. Monthly Usage Graphs** – Here you will find monthly consumption graphs. You'll be able to view 13 months of data and compare that to the average temperature for the month.
- 2. Contact Information** – This area is where you will find our contact information including our office address, our hours and our website address.
- 3. After Hours Emergency Contact** – This section is for those that experience an outage or utility emergency after hours. Phone numbers are listed along with instructions if you experience an electric outage.
- 4. Definitions** – This section looks at various terms and defines them so that you, the customer, have a better understanding of what they mean.
- 5. Past Due Bills** – This section describes the process for those that do not pay their balance by the due date.
- 6. Payment Options** – This is where you'll find all the options to make a payment including, online, SmartHub, ACH, by mail, in our drop box and in person.
- 7. Call Before You Dig** – Always remember that two days before you start excavating or digging, you call 811 so that all utility lines can be marked.

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Electric Consumption	
PERIOD ENDING	Mar 2019 Mar 2020
Avg Daily Temp	44 46
Avg Daily kWh	22 24
Avg Daily Cost	\$3.13 \$3.45

Water Consumption	
PERIOD ENDING	Mar 2019 Mar 2020
Avg Daily Temp	44 46
Avg Daily Gallons	72 79
Avg Daily Cost	\$0.58 \$0.65

# SAMPLE

- CONTACT INFORMATION**  
Should you have any questions regarding your service or your bill, please call our office Monday - Friday (8am - 4pm) or mail correspondence to 107 Franklin Ave, Lewes DE 19958. Web: [www.lewesbpw.delaware.gov](http://www.lewesbpw.delaware.gov).
- AFTER HOURS UTILITY EMERGENCY**  
Please call 302-645-6228 after hours for assistance if you have a utility outage or emergency. For an electric outage, check your fuses and breakers to ensure the problem is not within your electrical system. Fees will incur if determined it is on your side. ALWAYS STAY AWAY FROM DOWNED POWER LINES. For gas emergency, if you hear hissing or smell gas LEAVE IMMEDIATELY, call 911 from a safe distance, then call Chesapeake Utilities at 1-877-650-1257.
- DEFINITIONS**  
**Customer Charge/Ready to Serve Charge:** A monthly minimum fee for every customer that pays a portion of the fixed costs for providing service regardless of consumption. The fee recoups a portion of the fixed costs of installing, operating and maintaining distribution lines, substations, transformers, meters that make up the distribution grid connected to your property. Other costs include meter reading, billing, maintaining customer records and additional administration costs.  
**Power Cost Adjustment (PCA):** This charge is revised monthly to offset any increase or decrease in the cost of energy.  
**Energy Charges:** The amount you are charged for each kilowatt hour used. Rate schedules are available on our website and by mail at your request.  
**kWh:** Means kilowatt hour. This is the unit of energy equal to 1,000 watt-hours.  
**Demand Charges (kW):** Rate of using electricity (Demand). The Demand Charge will be the highest average kW measured in 15 minute intervals during the billing period. (Industrial customers only)
- PAST DUE BILLS**  
If balances are not paid in full by the 27th of each month, your account becomes past due. Balances must be paid in full to avoid additional charges and/or disconnect.  
**Late Payment Charge:** Bills become delinquent 14 days after the billing date. If the current monthly bill is not paid by the due date a 1.5% per month or \$2.00 which ever is greater on the unpaid balance, will be added to the customer's account.
- PAYMENT OPTIONS (Check, Visa, Mastercard, Discover, Money Order and Cash)**  
**Online Payment:** Visit our website 24/7 at [www.lewesbpw.delaware.gov](http://www.lewesbpw.delaware.gov), select either SmartHub or PAY NOW.  
**SmartHub:** Download the SmartHub app and pay with a smartphone or tablet.  
**Automatic Payments:** Payment is drafted from your checking/savings/credit card on the 22nd of the month. Sign up in SmartHub. Need help signing up? Contact us at 302-645-6228 during office hours or stop by the office and we will assist you on a kiosk.  
**Mail:** Remit payment and bottom stub of the statement. Remember to allow mail time. Write your account number on your check or money order.  
**Drop Box:** Use the drop box located at 107 Franklin Ave, Lewes, DE. Please no cash.  
**In Person:** Stop by the office during business hours 8:00am - 4:00pm Monday - Friday.
- CALL BEFORE YOU DIG**  
Stay safe. For your protection, state law requires you to call 811 at least two working days before you start digging or excavating. You have a legal and financial responsibility for damaged utility lines.