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.

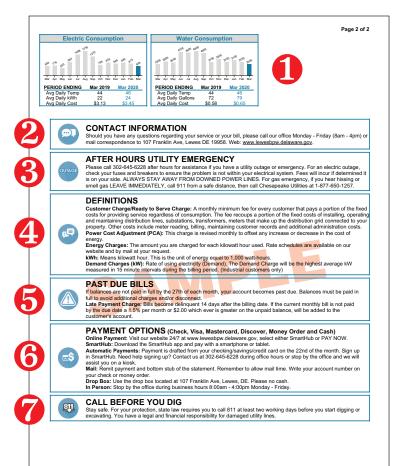
2. Service Summary – This is the section where you will find your account number, statement date and due date for your payment. It also shows your previous balance, past due amount (if applicable) and current charges.

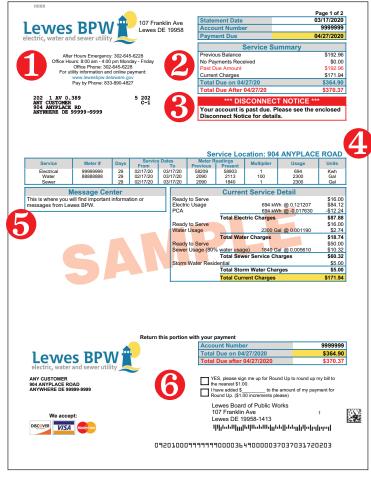
3. Disconnect Notice – This notice will appear on your bill if you do not pay your balance by the due date.

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.





Information on side 2 of your bill:

 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.
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.