

# Knowledge Is Power

## Understanding Your Bill

DELAWARE DIVISION

Monthly bills will reflect usage based on the read taken from your meter, which will vary from month to month depending on how much energy you use and the current cost of natural gas.

Circumstances affecting your monthly bill include changes in the weather, the number and type of appliances you use, the amount of time you spend at home and more. The following is a brief explanation of the bill you will receive from Chesapeake Utilities – Delaware Division, and the charges approved by the Public Service Commission (PSC).

### HOW TO READ YOUR CHESAPEAKE UTILITIES BILL

- 1 ACCOUNT NUMBER** - This is your account number with Chesapeake Utilities. Please mark all correspondence and payments with this number to ensure your account is properly identified.
- 2 METER NUMBER** - This number identifies your gas meter.
- 3 ACCOUNT NAME** - Name of the account holder.
- 4 ACCOUNT SERVICE ADDRESS and CURRENT PHONE NUMBER** - This is the address of the property receiving natural gas services from Chesapeake Utilities. Please help us keep this information current by updating your phone number whenever it changes.
- 5 BILLING PERIOD** - This is the range of dates between your most recent meter reading and the previous meter reading.
- 6 METER READINGS** - Your meter is read at regular intervals to measure your gas usage. When you subtract your previous reading from your current reading, you know how much gas was used. All meter readings are actual unless circumstances prevented the meter from being read. In this case, the present reading will be estimated, and your bill will be adjusted after the next meter reading.
- 7 RATE** - Represents the rate schedule applicable to your account.
- 8 CCFs USED** - A CCF is 100 cubic feet. This is the way gas is measured as it passes through your meter.
- 9 ROUTE-SEQUENCE** - Code for the cycle of your meter reading.
- 10 FUEL COMPUTATION** - Delivery Service Rates include a "Customer Charge" and usage by tier.
  - > **Customer Charge** - A fixed amount used to cover the cost of your service, meter and billing. This charge is applied regardless of the amount of natural gas you use and cannot be changed by Chesapeake Utilities without approval from the Public Service Commission.
  - > **Usage Tiers** - Usage Tiers define the allocation of usage by rate, for example: "First 20," "Next 30" and "Next 32."
  - > **GSR** - Gas Sales Service Rate (GSR) represents the cost of the natural gas delivered to our system for use

<b>1</b> Account Number		200000000000	
<b>2</b> Meter Number	Account Name		
4004516 1	<b>3</b> CHESAPEAKE CUSTOMER		
<b>4</b> Account Service Address & Current Phone Number			
1234 SAMPLE DRIVE DOVER DE 19901 Please call if <b>NOT</b> correct			
<b>5</b> Billing Period			
From: 01/04/25	To: 02/04/25		
<b>6</b> Meter Readings			
Present	Previous	Difference	
175 (-)	93 (=)	82	
	(-)	(=)	
	(-)	(=)	
<b>7</b> Rate	CCF's Used	<b>8</b>	82
DEGR-2			
<b>9</b> Route-Sequence			
CG03D546			
<b>10</b> Fuel Computation			
CUSTOMER CHARGE			13.50
FIRST	20 @0.6790		13.58
NEXT	30 @0.3840		11.52
NEXT	32 @0.1700		5.44
GSR	82 @0.9550		78.31
ENVIRON	82 @0.0012		0.10
EDIT CR	82 @0.0061-		0.50-
DSIC			0.00
EER	82 @0.0069		0.57
TOTAL			\$122.52

in your home. The GSR normally changes once a year due to increases or decreases in the prices we are paying for natural gas. We make every effort to purchase gas at the lowest possible price for our customers. The rate is the cost we pay for the gas and does not include a profit or markup. You pay what we pay.

- > **Environ** - Environmental Rider Rate is a rate approved by the PSC and associated with the recovery of reasonable costs for the cleanup and remediation of manufactured gas plants.
- > **DSIC** - Distribution System Improvement Charge is a rate approved by the PSC to recover the cost of investments that meet the definition of eligible distribution system improvements.
- > **EER** - Energy Efficiency Rider is a rate approved by the PSC for the purpose of recovering costs associated with implementation and administration of cost-effective energy efficiency programs.

1 - Continued



Contact our Customer Care Team at 800.427.2883 or visit [chpkgas.com/energybills](http://chpkgas.com/energybills) for more information.

We strive to conform to ADA guidelines to ensure accessibility for all users. If you experience issues filling out or submitting this form, please contact us at [accessibility@chpk.com](mailto:accessibility@chpk.com) for assistance.

# Understanding Your Bill - Delaware Division

CONTINUED

- 11 IMPORTANT MESSAGE** - These messages contain information for you regarding conservation, safety and other important announcements.
- 12 ACCOUNT ACTIVITY** -
  - a. Balance Last Statement:** The amount owed from the previous bill, including any unpaid balances.
  - b. Credits and Adjustments:** Credits or payments received during the last billing cycle.
  - c. Current Charges:** The amount charged for the current billing period, derived from the fuel computation and any installment payments scheduled for this billing period.
  - d. Balance Information:** The amount to be paid before the due date on each bill to avoid any late fees or penalties.
- 13 COMPARATIVE DATA** - Month-over-month comparison of your bill.
- 14 DAYS IN BILLING PD.** - The number of days between meter readings.
- 15 TOTAL UNITS USED IN BILLING PERIOD** - Chesapeake Utilities bills customers on a per-CCF basis.
- 16 AVERAGE DAILY UNITS USED** - Average number of CCFs used per day during the billing period.
- 17 AVERAGE DAILY TEMPERATURE** - Average daily exterior temperature during the billing period.
- 18 AVERAGE DAILY COST** - This section displays your average daily cost for natural gas services during the billing period.
- 19 PAST DUE AFTER** - Although your monthly bill is due and payable upon receipt, it becomes past due if not paid by the "Past Due After" date on your bill.

- 20 TOTAL AMOUNT DUE** - This is the amount you owe on this bill. This includes: the previous balance; payment(s) made toward that balance; any unpaid balance forward from the prior month's bill; your current month's bill amount; and your current balance. Chesapeake Utilities offers several ways you can pay your utility bill. **Ways to Pay - CHPK Gas - DNG**

12 Account Activity		
a	01-07 BALANCE LAST STMT	97.71
-----		
Credits & Adjustments		
b	01-15 PAYMENT	97.71-
-----		
Current Charges		
c	02-06 PAST DUE LAST STMT	0.00
	02-06 GAS CHARGE (SEE COMP)	122.52
-----		
Balance Information		
d	02-06 TOTAL AMOUNT DUE	122.52
	02-06 GAS BALANCE	122.52

**11 IMPORTANT MESSAGE**

Extreme cold temperatures can raise energy use and lead to increased monthly bills. For information on our payment assistance programs, please visit [CHPKgas.com/energy-assistance](http://CHPKgas.com/energy-assistance)

**Mail Payment To:** Chesapeake Utilities  
PO BOX 826531 PHILADELPHIA, PA 19182-6531



Pay your bills online  
at [CHPKGAS.COM](http://CHPKGAS.COM)

Statement Summary	
Charges	0.00
Gas	122.52
Other Chgs.	0.00
Sharing	

Comparative Data	Days In Billing Pd.	Total Units Used In Billing Period	Average Daily Units Used	Avg. Daily Temp.	Average Daily Cost	Past Due After	Total Amount Due
Feb 25	32	82.00	2.56	42	3.83	<b>02/26/25</b>	<b>20 \$122.52</b>
Jan 25	31	60.00	1.94	43	3.15		Total Amount Paid
<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	



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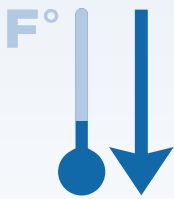


# How Weather Affects Your Energy Bills and What You Can Do About It

Extreme weather can significantly impact your energy bills, because your energy use increases as your home works harder to maintain comfort. But there are steps you can take to keep your energy usage — and your bills — in check!



## Tips to Lower Your Energy Bills



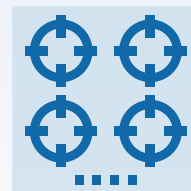
### OPTIMIZE WINTER HEATING EFFICIENCY:

- › Set your thermostat wisely (68°F when home and lower it when sleeping or away).
- › Weatherize around doors and windows to prevent heat loss and ensure your attic, walls and floors have sufficient insulation to retain heat more effectively.



### REDUCE HOT WATER USAGE:

- › Lower your water heater temperature to 120°F and wash clothes in cold water.
- › Keep hot showers short as possible and use low-flow showerheads to lower water heating costs.



### BE ENERGY SMART:

- › Save with energy-efficient natural gas appliances.
- › Layer warm clothing to stay comfortable indoors with a lower thermostat setting.

## Need More Help?

- 1. Payment Assistance:** If you're still facing challenges, we offer payment extensions and assistance programs to help you manage your bills. Learn more: [chpkgas.com/customer-care/manage-my-account/ways-to-pay/](http://chpkgas.com/customer-care/manage-my-account/ways-to-pay/)
- 2. Free Energy Checkup:** Energize Delaware can provide our Delaware customers a no-cost energy checkup to enhance the energy efficiency of their home. Learn more: [energizedelaware.org/](http://energizedelaware.org/)



Visit [chpkgas.com/energybills](http://chpkgas.com/energybills) to learn more about weather and energy use's impact on monthly bills, ways to pay and assistance, plus additional energy-saving tips!

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