

How To Reach Us

Our customer service office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.

For questions about your water service or for billing inquiries, please call (877) 720-9272. Please be sure to have your account number available so that we may assist you more efficiently.

Water emergencies should be reported any time, day or night, by calling (800) 523-7224 or (302) 734-7500.

For additional information about Tidewater Utilities, Inc. please visit our website at www.tuiwater.com



1100 South Little Creek Road
Dover, DE 19901



A Middlesex Water Company Affiliate

Important Information About Your Residential Water Charges

(Rates effective 9/9/2009)

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Dover, Delaware 19901

www.tuiwater.com

For Billing Inquiries,
please call (877) 720-9272

About Tidewater Utilities, Inc.

Tidewater, together with its wholly-owned subsidiary, Southern Shores Water Company, LLC, provides water services to approximately 33,200 retail customers for domestic, commercial and fire protection purposes in over 270 separate community water systems in New Castle, Kent and Sussex Counties, Delaware.

Tidewater Utilities is subject to the regulations of the Delaware Public Service Commission for rates and financial matters, and the Delaware Department of Natural Resources and Environmental Control for service areas, water pumpage, well permits, and production limits. Tidewater must also meet various water quality standards set forth by the Delaware Health and Social Services Division of Public Health and other regulatory agencies.

*Thank you for providing us with
the opportunity to serve you.*

A Commitment to Water Service Excellence

We at Tidewater Utilities strive to bring you quality drinking water 24 hours a day, 365 days a year. The Tidewater System, which produced 1.9 billion gallons in 2006, obtains 100% of its water from 186 wells. The Tidewater System does not have a central treatment facility but has several regional filter plants. Several of its water systems in New Castle, Kent and Sussex Counties, Delaware have interconnected transmission systems. At Tidewater Utilities, we're working to bring you water that not only meets but is better than state and federal standards for quality and safety.

Water supplies of Tidewater Utilities are tested periodically in accordance with schedules and standards established by the Delaware Division of Public Health and the United States Environmental Protection Agency.

Should you have a question about your water service, please call our Customer Service Department at (877) 720-9272.

Understanding Your Water Rates

This brochure is designed to inform you of the current Rate Schedule (rates effective for services rendered on and after September 9, 2009) and how general water service rates are calculated.

To obtain a copy of Tidewater's complete tariff, including all terms and conditions of service, please call our Customer Service Department at (877) 720-9272 or visit www.tuiwater.com.

Water Rates and Charges for Residential Water Service

Tidewater Utilities' water rates and charges are regulated by the Delaware Public Service Commission and are subject to Commission hearings, review and approvals. Rates and charges in this brochure reflect rates **effective September 9, 2009**.

Rates and charges are comprised of a Quarterly Facilities Charge and a Water Usage Charge. Rates may include a Public Fire Hydrant Charge, where applicable.

Quarterly Facilities Charge

The facilities charge covers the basic cost of constructing, operating and maintaining the water system so that water is available when you need it. This charge appears on every quarterly bill and does not vary with consumption. The facilities charge is based on the size of your water meter.

Size of Meter	Quarterly Facilities Charge
5/8" - 3/4"	\$ 47.62
1"	\$ 79.37
1-1/2"	\$ 142.87
2"	\$ 222.24
3"	\$ 428.61
4"	\$ 666.73
6"	\$1,301.70
8"	\$2,031.93

Water Usage Charge

The water usage charge or volumetric charge is based on the amount of water used during the billing period. Your water meter records your use of water by the gallon. The water usage charge per 1,000 gallons is \$6.7769.

Public Fire Hydrant Charge

Where fire hydrants are installed and in service, such districts will be termed Fire Hydrant Districts. A service charge of \$10.86 per quarter will be added to the regular Facilities Charge on all services in these districts. Apartment houses, hotels, motels and other multiple unit buildings will be charged one such hydrant service charge of \$10.86 for every four units.

Additional Information on Miscellaneous Charges

Turn-off and Turn-on Charges: When temporary shut-off is made at the request of a customer, or should the customer fail to pay past-due bills, a service charge of \$38.63 will be assessed. After hours between 4:30 pm and 8:30 am and weekends, this charge will be \$57.94. The Facilities Charge will continually be billed. An additional charge of \$38.63 will

be made for turning the service back on. There will be no reduction in the quarterly charge.

Seasonal Turn-Off Charge: Customers may request a Seasonal Turn-Off by giving notice to the Company and paying the Seasonal Turn-Off Charge. During the period of the Seasonal Turn-Off, the Customer will not be required to make payment of the Facilities Charge. Service thus suspended will not be restored until all unpaid bills and charges, including turn-off charges are paid or satisfactory arrangements are made for payment. The amount of the Seasonal Turn-Off Charge will depend upon meter size.

Size of Meter	Turn-off Charge
5/8" - 3/4"	\$ 175.58
1"	\$ 263.37
1-1/2" service	\$ 526.73
2" service	\$ 877.91
3" service	\$1,580.24
4" service	\$2,633.73
6" service	\$5,267.43
8" service	\$8,427.89

Returned Check Charge: The Company shall charge each customer \$20.00 for any returned check it receives as payment for any service, charge or deposit.

Late Fee: The Company shall charge a late fee payment of .75% per month on all account balances that are not paid within fifteen days from the date rendered.

Service Calls:

- To read a meter due to change of ownership or occupancy of a dwelling unit:
Transfer Charge: \$43.90
- For frozen service lines or leaks that are the customer's responsibility:
During business hours: \$38.63
After business hours: \$57.94
- Unauthorized entry of the meter pit:
Charge of \$87.79 plus cost of repair or damage for each occurrence.
- Unauthorized water withdrawal from fire hydrants: charge of \$263.36 for each occurrence.