

Budget Billing

Does your utility bill fluctuate seasonally? We have an equalized payment plan that may be just the right thing for you. The Budget Billing plan is available during the months of October through September. If you are interested, just give us a call at (302) 736-7035 to find out more!

Where do I go to pay my City of Dover tax and/or utility bill?

Utility payments may be mailed to the following:

City of Dover Utility
PO Box 15040
Wilmington, DE 19886

Property Tax payments may be mailed to the following:

City of Dover Tax Payment
PO Box 15558
Wilmington, Delaware 19886

Credit card, debit card, and e-check payments are accepted by our payment processing center 24/7 from any phone by dialing (302) 736-7035 or on the web at www.cityofdover.com and click on the View/Pay Tax or Utility Bill link. Please have your City of Dover utility or property tax account number available before accessing these options.

Cash, cashiers checks, personal checks, and money orders are the only acceptable forms of payment at the 5 East Reed Street office location.

Customer Service

Phone: (302) 736-7035 Open: Monday - Friday
Business Hours: 8:30 am - 5:00 pm Email: ebilling@dover.de.us

What do we do in Customer Service?

Customer Service for the City of Dover is a busy department. Did you know that we:

- ◆ Prepare nearly 23,000 monthly utility bills, miscellaneous bills, & special assessment bills.
- ◆ Receive nearly 24,000 payments per month from customers for all City services billed, and completes all steps in processing the daily bank deposits.
- ◆ Answer billing related questions and respond to all inquiries and billing problems for special assessment and miscellaneous billings.
- ◆ Manage all inquiries and questions related to delinquent accounts. Collect bills through notices of non-payment, cut-off of services, court cases, and the use of collection agencies.
- ◆ Maintain internal accounting controls on all billing and collection activities.
- ◆ Manage electric and water/wastewater customer services to include opening new accounts, maintaining equalized payment program, closing/transfer of existing accounts, processing name changes and mailing address changes.
- ◆ Work directly with the Meter Reading division and all other work order services.
- ◆ Prepare the billing and collection of approximately \$6.9 million in property tax revenues.
- ◆ Administer property tax sales for delinquent accounts as needed to insure collection of all tax revenues.

Customer Service

Guide to Utility Payments & more!



Customer Service
5 East Reed Street
Dover DE 19901

Tel: 302-736-7035



Making account billing & payment options more convenient for you!

Utility Bill Email Notification



Did you know that you could get your utility bill online? This is just one of the City of Dover's Customer Services online options that we offer for our customers. You can receive your City of Dover utility bill by email notification eliminating the mailed monthly statement. Please note, once you register for online email notification, you will no longer receive a paper utility bill. To take advantage of the email notification, fill out the sign-up form and submit to the City of Dover Customer Services department. Interested and ready to sign up? Print your form off the web at:

<https://www.cityofdover.com/customerservice>

For more information, please call Customer Services at (302) 736-7035 or stop by. We're located at: 5 East Reed Street. (Corner of State and Reed Streets).

Preauthorized Payment Plan

The City of Dover offers our customers an easy way to automatically pay your monthly utility bill through our Preauthorized Payment Plan. The Preauthorized Payment Plan offers the following:

- ◆ Automatic deduction of your utility bill from your checking or savings account.
- ◆ Saves time and costs of writing checks.
- ◆ Assures timely payment of your utility bill each month, even when you are away from home.
- ◆ Prevents lost or stolen checks.
- ◆ Prevents additional charges for late payment if you should forget to pay your bill before the due date.
- ◆ Assures continuation of utility services.
- ◆ Prevents waiting in line.

Ready to sign up? To begin using the Preauthorized Payment Plan, complete the registration form and attach a voided check for the account from which your payment should



be deducted. Do you have multiple utility accounts with us? That's okay, too - just be sure to submit a form and your payment account information for each utility account. *Note: Due to banking rules and regulations and our own procedures, it usually takes approximately two months to make the transition from manual pay to the Preauthorized Payment Plan. To confirm the transaction is complete, a message will appear on the lower portion of your monthly utility bill. The message will inform you that the amount of your bill will be charged to your account on the scheduled due date. This will enable accurate record keeping of your checkbook.

For more information and to print your Preauthorized Payment Plan form visit:

<https://www.cityofdover.com/customerservice>



COMMUNITY EXCELLENCE THROUGH QUALITY SERVICE