

# The Water Gazette

News and Information from the City of Wilmington

Issue 43 July 2021

Mike Purzycki  
Mayor

J Brett Taylor  
Director of Finance

Dear Valued Customer:

**Pay your utility bill on-line.** We encourage our customers to use the Citizen Self Service function to look up utility charges, property taxes, and general billing accounts. You can search by name, address, parcel number and account number. Citizen Self Service is available at <https://citizenselfservice.wilmingtonde.gov/CSS/citizens/>

To eliminate the need to enter Wilmington government buildings during the COVID-19 period in order to make payments, we encourage you to take advantage of other payment options:

- Please use our online payment system to set up an account and have your water bill automatically debited from your bank account or credit card. There is no fee to establish an account to make automated transactions which are also FREE.

Visit [www.wilmingtonde.gov/pay](http://www.wilmingtonde.gov/pay) to learn more and set up an account.

- You can also pay by phone for no additional fee by calling 311. These payments will be credited to your account within two (2) business days.
- We understand that COVID-19 has brought difficult times to many of our customers. Are you having trouble paying your bill? Please contact our office and we can help you work out an affordable payment plan. We encourage you to conserve water and pay your bill on time to avoid large delinquencies. Call us today at 311.

**Selling your City home or property?** All settlement inquiries and quotes related to property settlement should be sent to email address: [Settlements@wilmingtonde.gov](mailto:Settlements@wilmingtonde.gov)

## Wilmington's FY 2022 Operating and Water/Sewer Budgets are Approved Effective July 1

*City services and programs are fully funded; There will be no property tax Increase for FY 22. Water Rates will Increase 3%, and Stormwater Rates will rise by 2%*

**A water and sewer rate increase** of 3% and **a stormwater increase** of 2%, which averages to a \$1.75 monthly increase for a City customer using 4,000 gallons of water, sewer and stormwater services, and a \$1.53 monthly increase for a county customer who receives only City water. This is the first increase in the stormwater rate in seven years. The rate hike is needed to cover annual costs associated with operating a water utility that serves approximately 39,000 customers in Wilmington and parts of New Castle County.



**CLEAN WATERWAYS START AT HOME**

Rain barrels collect and store rainwater from your roof. This prevents stormwater from running across surfaces and carrying pollutants into local waterways. Collected water can be used to water your plants!

Residents should contact the City of Wilmington's Call Center at 311 or 1-302-576-3878 for guidance on installation.

View and pay bills online

[www.WilmingtonDE.gov/pay](http://www.WilmingtonDE.gov/pay)

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## Help is Here.

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Mayor

Here's how the City is supporting you through hard times.  
Grants of up to \$3,000 are available to help pay delinquent water bills.

### Eligibility and Requirements

- Must be at least 18 years of age. (Proof of age is required)
- Must be a Wilmington, Delaware resident residing within the City limits. **Parcel # should begin with (26XXXXXXXX)**. (see sample Utility bill below)
- Must be the owner of the property and this must be your principal resident for which you currently reside.
- Must have proof of income at or below the 200% federal poverty guidelines for the most recent 30 days. (See table below). If additional household members exists, proof of income must be provided.
- Utility bill must be 3 months or more past due.
- If an outstanding balance remains after grant funding is applied, the customer must agree to be placed on a monthly payment plan.
- Senior citizens (age 65 years or older) are eligible for the program under the approved income guidelines.

For additional information please call 3-1-1 or visit our website and apply online at:  
<https://www.wilmingtonde.gov/government/city-departments/finance/utility-payment-assistance-program>

### Delaware Division of Social Services Federal Poverty Level (FPL) tables

2020-2021 Countable Income Limits				
100% Federal Poverty Level		200% Federal Poverty Level		
Family Size	Gross Monthly Income	Family Size	Gross Monthly Income	Annual Income
1	\$1,064	1	\$2,128	\$25,536
2	\$1,437	2	\$2,874	\$34,488
3	\$1,810	3	\$3,620	\$43,440
4	\$2,184	4	\$4,368	\$52,416
5	\$2,557	5	\$5,114	\$61,368
6	\$2,930	6	\$5,860	\$70,320
7	\$3,251	7	\$6,502	\$78,024
8	\$3,620	8	\$7,240	\$86,880
9	\$3,989	9	\$7,978	\$95,736
10	\$4,358	10	\$8,716	\$104,592

**UTILITY STATEMENT**

City of Wilmington, Delaware  
Louis L. Redding City/County Building  
800 N. French Street  
Wilmington, Delaware 19801-3537

**Service Location:** 123 MAIN STREET

**BILLING ADDRESS:**  
CUSTOMER NAME  
123 MAIN STREET  
CITY, STATE ZIP CODE

ACCOUNT NO. 12345      **TOTAL DUE:** \$4,931.49

CUSTOMER NO. 67890      BILL NO. XXXXXX      BILLING DATE 04/29/2021

PARCEL NO. 26XXXXXXXXX      **Late Payment applied after DUE DATE of:** 05/25/2021

**BILLING SUMMARY**  
Prior Balance  
Balance from Last Bill ..... \$4,148.98  
Payments since Last Bill ..... 0.00  
12/15/2020

SAMPLE

### CUSTOMER SERVICE HOURS

CALL OUR TELEPHONE CUSTOMER SERVICE AT **311**  
MONDAY – FRIDAY 8:30 AM – 7:30 PM

To review your account, go to [www.Citizenselfservice.wilmingtonde.gov](http://www.Citizenselfservice.wilmingtonde.gov)  
or pay your bills online at [www.WilmingtonDE.gov/pay](http://www.WilmingtonDE.gov/pay)

The Redding Government Building on French Street in Wilmington remains closed to the public due to health concerns for employees and the public; however, government forms and applications are available online at <https://www.WilmingtonDE.gov> or in the Redding Building lobby.

Citizens who have questions about their water bill should call 311  
Monday thru Friday 8:30 AM – 7:30 PM for assistance.

### DEPARTMENT OF FINANCE - HOURS OF OPERATION

Revenue Division (Cashier), 1st floor:	8:30 AM	–	3:45 PM
Account Services, 1st floor:	8:30 AM	–	3:45 PM
Procurement (Contracts), 5th floor:	8:30 AM	–	4:30 PM
Earned Income Tax (Wage Tax), 8th floor:	8:30 AM	–	3:30 PM

[www.WilmingtonDE.gov](http://www.WilmingtonDE.gov)