

The Water Gazette

News and Information from the City of Wilmington

Issue 45 January 2022

Mike Purzycki
Mayor

J Brett Taylor
Director of Finance

Dear Valued Customer:

Pay your utility bill on-line. We encourage our customers to use Citizen Self Service 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://cityofwilmingtondecitizens.munisselfservice.com/citizens/>.

The City of Wilmington offers a variety of convenient ways to pay your bill and to make sure you stay up to date and never miss a payment. We currently offer four (4) ways to pay:

1. **One-Time Web Payment:** Use the “Pay my bill” link on the City’s website in one simple payment directly from your bank account or using debit, credit, or ATM card. Visit www.WilmingtonDE.gov.
2. **Pay By Phone:** Don’t always have access to a computer? Call us at 311 and select Pay My Bill from the phone menu. We’ll be happy to process your payment over the phone using our automated system. Available 24 hours, 7 days a week.
3. **Pay in Person:** For your convenience, the City offers a drop box in the lobby of the City/County Building at 800 N. French Street.
4. **Pay By Mail:** If you are paying by mail, please make sure to include your account number and enclose a check or money order. **DO NOT SEND CASH.**

Selling your city home or property? All settlement inquiries and quotes related to property settlement should be sent by email to: Settlements@WilmingtonDE.gov

Vacant Properties and Water

Did you know if your properties are vacant you can request to have your water turned off? By requesting to have your water turned off on vacant properties you avoid having to pay facility charge expenses for services not being used. You can request water to be turned off by confirming that outstanding balance has been paid in full and complete the **customer turn off/on service request form**. This form can be obtained on the City’s website at www.WilmingtonDE.gov. Go to bottom of the web page to Forms & Applications, download, print, complete, and return the form.

State Funded Water Assistance Program

The Delaware Division of Public Health (DPH) [Low-Income Household Water Assistance Program \(LIHWAP\)](#) is a part of a new federally funded American Rescue Plan program that provides assistance to eligible households to pay water and wastewater bills. Depending on your income and specific needs, you may be qualified for available funding to assistance with:

- Reconnection of Household Water Services
- Prevent Disconnection of Household Water Services
- Help Reduce Current Household Water Bills

CALL the Delaware Division of Public Health, Health Systems Protection at (302) 744-4546.



We Want To Hear From You

The Department of Finance wants to hear about your customer experience. Please take a moment to complete our brief survey by using the QR code or visit link found on City of Wilmington website at www.WilmingtonDE.gov under Finance Department.

View and pay bills online

www.WilmingtonDE.gov/pay

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HELP IS AVAILABLE

The Utility Payment Assistance Program is still available to any income-eligible Wilmington resident who is at least 18 years old. Qualified residents can request up to \$1,500 to pay their delinquent water/sewer bills. Funds will be distributed on a first-come, first-served basis.

Eligibility

To be eligible for the assistance program you must:

- Be at least 18 years of age at the date of application.
- Provide proof of age, such as a driver's license or official State ID with picture.
- Reside within Wilmington city limits. Wilmington city parcel numbers begin with 26XXXXXXX.
- Be the owner of the property, which must also be your principal residence.
- Request only one credit per property even if there are joint owners.
- Have a City of Wilmington water utility account that is 3 or more months past due.
- Provide proof of income at or below the 200% federal poverty guidelines for the most recent 30 days. If additional household members exist, proof of income must be provided.
- Agree to be placed on a monthly payment plan if an outstanding balance remains after grant funding is applied.

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

Apply by Mail or in Person

Residents can download the application from the City of Wilmington's website at www.WilmingtonDE.gov and mail or bring it to address below and place in lobby drop box:

Finance Department
Account Services Division
800 N. French Street, 1st Floor
Wilmington, Delaware 19801

CUSTOMER SERVICE HOURS

CALL OUR TELEPHONE CUSTOMER SERVICE AT 311

MONDAY – FRIDAY 8:30 AM – 7:30 PM

To review your account, go to <https://cityofwilmingtondecitizens.munisselfservice.com/citizens/>
or pay your bills online at www.WilmingtonDE.gov/pay.

The Redding City/County 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 www.WilmingtonDE.gov or in the Redding Building lobby. The building is open Monday to Friday between the hours of 8:30 a.m. and 3:45 p.m. for drop-offs.

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