



The Wilmington Library, Downtown

COLD WEATHER TIPS

If you are going to be away from your home for an extended period, plan.

- As a homeowner, you are responsible for protecting the water meter and pipes inside of your property line. Know the location of your main shut off valve and properly label it.
- If you have not already done so, protect your water meter and water lines with insulation. Cold weather could cause your pipes to burst.
- As an added precaution, drain all water from your pipes, water heater, and toilets to prevent additional damage.

PAY YOUR WATER/SEWER AND REAL ESTATE BILLS

With easy 24/7 access and user- friendly on-screen instructions, paying your bill is easy. Visit www.WilmingtonDE.gov and click the "Pay My Bill" icon for additional information. Select the bill option you wish to pay, then log in to your account or make a one- time payment. You can also pay using the Interactive Voice Response (IVR) prompts or with your mobile device. Either way is quick and easy.

All payments are processed through our vendor, Paymentus. Visa, MasterCard, Discover, American Express, and e-Check are accepted.

PAYMENT AGREEMENTS

The City offers payment agreements to those who can't pay their outstanding debt in full. Payment agreements are available for water/sewer bills, real estate taxes, parking and/or red-light fines, and other debt owed to the City. A deposit is required to enter into a payment agreement.

To learn more, contact the Division of Revenue – Delinquent Accounts at 302-576-2445.

View and pay bills online

www.WilmingtonDE.gov/pay

WINTERIZE YOUR OUTDOOR PIPES

Pipes can freeze and create costly damage to your home when exposed to cold winter temperatures. Outdoor faucets are especially prone to damage and sometimes burst under the stress of expanding ice. Here are a few simple tips to help prepare for winter:

- Turn off outdoor supply valves and drain water from faucets to prevent ice from forming in the pipes.
- Remove any hoses that may be attached to the outdoor faucet, empty them of any remaining water, and store them in a safe place. If you have underground sprinklers, make sure to drain them as well, following the manufacturer's recommendations.
- Cover pipes with insulating material to protect and keep them warm.
- Locate all shut-off valves for each faucet, and shut the water off by turning the valves in a clockwise direction. Every faucet should have a shut-off valve inside your home or basement.

DELINQUENT WATER BILLS CAN BECOME A LIEN

Attention Property Owners Important Information

In addition to property taxes, delinquent water / sewer bills can become a lien against a property. Liens enable the City to legally enforce payment from the owner for delinquent accounts.

As a property owner, it is in your best interest to do the following:

- Review each billing statement
- Avoid estimated readings
- Check reading dates and types
- Note significant changes in use
- Identify and quickly fix leaks

WAYS TO SAVE INDOORS

1. Regularly check all faucets, pipes and toilets for leaks.
2. Take shorter showers with high efficiency showerheads. Each minute you can save 2.5 gallons.
3. When washing your hands, turn off the water while you lather.
4. Replace older toilets with a high efficiency dual flush toilet.
5. Use the appropriate water level and load size on the washing machine when doing laundry.

Citizens who have questions about their water bill should call 302.576.2620 or 302.571.4320 for assistance.

DEPARTMENT OF FINANCE - HOURS OF OPERATION

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