



*Brandywine River is a major source of drinking water for Wilmington, Delaware*

## **ANNOUNCING EXTENDED CUSTOMER SERVICE HOURS**

To better serve our Water Bill customers, we are pleased to announce that we have extended our Call Center Customer Service hours Monday - Friday 8:30AM - 7:30PM for anyone needing telephone customer support late in the day for water billing questions.

You can contact our Call Center Customer Service Department directly by dialing (302) 576-2620.

## **ACCESS YOUR ACCOUNT INFORMATION ONLINE**

Have you ever wanted to pay your bill, but can't seem to locate your account number? Here's an easy way to access your account information online.

Visit [www.WilmingtonDE.gov](http://www.WilmingtonDE.gov) and click the "Pay My Bill" icon. Select the tab that reads "View my City Water, Sewer, Real Estate Tax and Permit Bills Online." You will be redirected to our Citizen Self Service (CSS) portal. Here, you can search and view many City bills. You can access accounts by street address, owner name, or parcel number. There is no login required to enter the site.

If you don't see the information you are expecting, refine your search criteria. Access the following in the CSS portal:

- Business Licenses: Business License bills, annual License & Inspection signs, Public Assembly, Elevator or annual Fire bills, General Billing
- Search for balances on License & Inspection and Fire permits, Real Estate Property Taxes; Search for balances on your City's Real Estate Annual Property Tax Bill and Utility Billing.
- Search for balances on your City's Quarterly Water, Sewer or Storm Water bills

**View and pay bills online**

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

## WHAT SHOULD I DO IF MY ACCOUNT IS DELINQUENT?

Not everyone is aware that the City of Wilmington 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 red-light tickets; and other debt owed to the City. By entering into a payment agreement, you let us know you are addressing your outstanding debt and not simply ignoring it. A deposit is required for all agreements. Contact the Division of Revenue at 302-571-4320 to learn more.

## RESIDENTIAL PARKING PERMITS

Residential parking permits exempt permit holders from limited time violations, such as two-hour parking in their residential zone, but residents must obey all other parking regulations. To renew your digital residential parking permit, you must have a valid driver's license and vehicle registration matching your current address. Customers have the option to renew online (preferred), by fax, by mail, or in person.

For more information visit: [ww.WilmingtonDE.gov/Parking](http://ww.WilmingtonDE.gov/Parking)

## WORLD WATER DAY 2019 — MARCH 22

Water is the building block of life. Here in the United States, it's easy to take water for granted — it just comes out of the faucet anytime you want it. Yet, all over the globe there are people who don't have access to clean, safe drinking water. March 22 is World Water Day, a day dedicated to drawing attention to the water related issues that humans experience in almost every country. Created by the United Nations, the goal of World Water Day is to bring aide to people who truly need it across borders.

## STREET CLEANING BEGINS APRIL 1

The City's 2019 Street Clean i n g Program began on Monday, April 1 and continues through Thursday, October 31. Residents living on blocks that participate in the street cleaning program will see designated signage indicating when vehicles must be moved to accommodate the street sweeping machines. Residents are reminded to pay careful attention to the days and times of the street cleaning schedule on their block. For questions, call Public Works at (302)576-3878 Monday through Friday, 6:00 a.m. to 4:30 p.m.

Citizens who have questions about their water bill should call 302.576.2620 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
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