



City of Dover

Customer Service Department

5 E Reed Street ~ Dover, DE 19901 ~ (302) 736-7035

Fax (302) 736-7193 ~ ebilling@dover.de.us

COVID-19 CUSTOMER ASSISTANCE PLAN

As the Dover Community faces new challenges unlike those we've ever seen before, the City of Dover realizes that the COVID-19 closures can cause undue hardship for our customers. To assist you, The City of Dover has put the following measures in place. Please note that as the COVID-19 situation is changing rapidly. As new challenges arise we will be evaluating and adjusting these measures.

- Disconnections are temporarily on hold through May 4, 2020. We will evaluate the time as the date gets closer.
Customers with outstanding utility bills as a result of COVID-19 closures can qualify for extended payment agreements for Utility Bills. Beginning with their March 2020 statement.
****NOTE**** *Utility Bills are due 21 days from the posted bill date. Documentation may be required.*
Payment arrangements for past due balances and a good faith effort must be in place for all past due statements.
- Convenient bill payment and budgeting options are available: auto drafting, drive thru services, online and phone payments and budget billing.
- New service applications and changes can be submitted via email to ebilling@dover.de.us.

Speak to a Customer Service Representative Monday—Friday from 8:30 a.m. to 4:30 p.m. by calling (302) 736-7035, option 4 to discuss options available.