



City of Dover

Customer Service Department

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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 18, 2020. **date subject to change**
- 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, online and phone payments and budget billing.
- New service applications and changes can be submitted via email to ebilling@dover.de.us.

With extended closures; we ask that you contact us by email at ebilling@dover.de.us
For all Customer Service needs a representative will contact you as soon as possible.