



Paying your bill online? USE CAUTION!

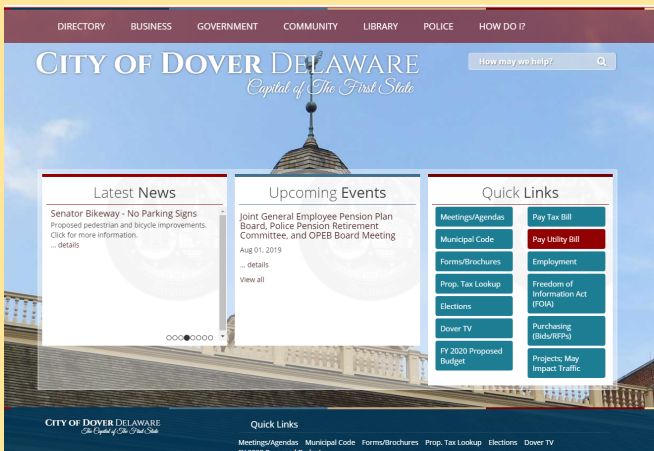
If you choose to pay your utility or tax bill through a 3rd party vendor please use caution and be aware:

*The website you are using may charge fees - The City of Dover **does NOT** charge fees for you to pay your bill online.*

We are NOT able to confirm 3rd party vendor payments. (Also known as 3rd party processors). You are responsible to have your bill paid by the due date. If using a 3rd party vendor be aware that some vendors have taken up to 2 months to send the checks to the City of Dover and may cause customers to be disconnected or accrue other fees and charges. Since we are not able to verify payment we will require payment be made in full to the City of Dover prior to reconnecting your electric and/or water service.

Tax bills that are paid online are still due by their due date. If you are behind on your payments and the money is not received, the City of Dover may start monition sales proceedings resulting in additional fees to the constituent or the potential sale of property due to non payment.

What can YOU do?



Always log into the City of Dover website at www.cityofdover.com and click on the Quick Link button. It can be found on the right hand side of the webpage (if using a desktop PC) or just scroll down if paying from your phone till you see pay my utility bill (or pay my tax bill). Some users have reported when they put in a search engine “pay my City of Dover electric bill’ - a 3rd party vendor may

be the first on the list. ALWAYS check to be sure you are going through the City of Dover website to avoid fees and to have confirmation of payments so they are properly credited to your account.

Anyone using a 3rd party vendor is still responsible for their bill to be paid on time and understands that by using a vendor outside of paying your bill directly could result in your account not being credited and further fees, interest or disconnection may occur.

Questions? Call Customer Service at 302-736-7035.