



CUSTOMER SERVICE DEPARTMENT

ebilling@dover.de.us

Effective May 8, 2020

COVID-19 CUSTOMER ASSISTANCE PLAN

Disconnections are on hold until the State of Emergency is lifted.

Customers with outstanding utility bills, as a result of COVID19 can qualify for extended payment agreements for those bills, beginning with their March 2020 statement.

Please note: Documentation may be required and a good faith effort must be in place for all past due statements. Due dates are 21 days from the date indicated on your bill.

Service fees and late fees will be waived for statements that were issued AFTER March 24, 2020.

Convenient bill payment and budgeting options are available: Auto drafting, online and phone payments

New service applications and changes can be submitted via email to ebilling@dover.de.us

Find details here: <https://www.cityofdover.com/city-of-dover-new-service-information>

Call center is open Monday - Friday 8:30am - 4:30pm at (302) 736-7035 option 4

Email correspondence is preferred at ebilling@dover.de.us

Drive thru hours will be available Monday through Friday from 9am - 3 pm.