



# CUSTOMER SERVICE DEPARTMENT

[ebilling@dover.de.us](mailto:ebilling@dover.de.us)

Effective November 4, 2020

## COVID-19 CUSTOMER ASSISTANCE PLAN

- Customer Service lobby is closed to the public.
- Call center and Drive thru hours Monday – Friday 8:30 a.m. – 4:30 p.m. at (302) 736-7035 opt. 4.
- Afterhours trouble calls should go to (302) 736-7086.
- Email correspondence is preferred at [ebilling@dover.de.us](mailto:ebilling@dover.de.us)
- Bill payment options available: auto drafting, online and phone payments
- New service applications and changes can be submitted via email to [ebilling@dover.de.us](mailto:ebilling@dover.de.us).

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

- A reduced schedule will apply for work orders and utility disconnections.
- Customers with outstanding utility bills as a result of COVID-19 may apply C-19 for payment agreements.

**\*\*NOTE\*\*** *Documentation may be required.*

*A good faith effort must be in place for all past due statements.*

*Due dates are 21 days from the date of the indicated on your bill.*