



CUSTOMER SERVICE DEPARTMENT

ebilling@dover.de.us

Effective March 27, 2020

How do I set up new service?

- New service applications and changes can be submitted via email to ebilling@dover.de.us.
- Applications can be found at
- <https://www.cityofdover.com/Utility-Applications-Connect-Disconnect/>

Required:

Current PHOTO ID (drivers license, identification card, etc.)

SOCIAL SECURITY number

Signed copy of the lease or rental agreement

The exact service address

All persons named as lessee must provide an ID.

The City will accept in lieu of the applicant a valid Power of Attorney.

All lessees must sign the applications for service. •PLEASE NOTE A DEPOSIT may be required

- If you need to speak with someone, please call (302) 736-7058 to leave a voicemail message.
Calls are returned as soon as possible.
- Email correspondence is our preference during the COVID-19 pandemic
please email questions or documentation to ebilling@dover.de.us