Are you in need of a helping hand?

Utility Bill Extension Requests

Customers having difficulty paying their utility bill can request a payment agreement by calling (302) 736-7035 from 8:30 a.m. – 4:30 p.m. Monday – Friday. We also except requests by email at ebilling@dover.de.us.

City of Dover Utility Payment Options

MAIL: City of Dover —PO Box 475, Dover, DE 19903

DROP BOX: located at 5 E Reed Street, Dover, DE

ONLINE: www.cityofdover.com

PHONE: (302) 736-7035 Option 1

Do you need financial assistance?

Resources available on our website for utility and other community assistance.

https://www.cityofdover.com/media/Customer%20Service/EMER%20ASSISTANCE%20BROCHURE%20UPDATED.pdf

Energy Conservation Program Partner – Help Initiative DE

https://helpinitiativede.org/ (833) 888-0410

Financial Education Partner – NCALL Research (StandByMe)

https://ncall.org/financial-education/ Dover Office – (302) 678-9400

DEHAP – Rental and Utility Assistance Program

https://decovidhousinghelp.com/ 1-866-935-0407

DE HAF Program – Delaware Homeowners Assistance Program

https://demortgagehelp.com/ 1-888-303-4324