



April 23, 2020

## **COVID-19 Utility Billing Assistance Program Available**

**DELAWARE** – City of Delaware utility customers who are unemployed, partially unemployed, or unable to work due to the COVID-19 pandemic can qualify for the City's Utility Assistance Program.

Residents can set up payment plans to catch up on their monthly charge for water, sewer and refuse service, or apply for a credit toward the bill.

In addition, to promote more online electronic bill payment, the City of Delaware is reimbursing the \$3.95 per-transaction credit card fee.

To apply, City of Delaware utility customers must fill out a one-page application linked to the COVID-19 homepage at [delawareohio.net](http://delawareohio.net).

The application can be completed online and submitted to [utbill@delawareohio.net](mailto:utbill@delawareohio.net), or placed in the red drop box located at the City Hall drive-thru.

City Council approved the relief package at its April 13 meeting. It had previously put into place a moratorium on water shutoffs during the COVID-19 emergency and the elimination of late fees on bills.

Program information is linked to the COVID-19 homepage at [delawareohio.net](http://delawareohio.net), or by emailing [utbill@delawareohio.net](mailto:utbill@delawareohio.net)