UTILITY CONNECT

The City of Delaware is now providing a way for you to view your utility billing history and pay your bill online. To access this new feature, you will need your customer account number and your service address [where the utilities are provided]. The best way is to get this info from a current or previous bill. Notice in the example [below], there are asterisks [*] separating the digits in the account number. Also notice that 'Circle' is abbreviated 'CIRC'. Lastly, notice the service address is in all caps. The important thing is, **enter the info on the screen exactly like it's on your bill**.

To get started, click on the Utility Connect link. Click on 'I agree'. If you've already registered, just log in. If you haven't registered, click on 'Register new account'. Enter your customer number and service address right off your bill. Click continue.

Complete the registration process and proceed to log in. Your login ID is your customer account number [don't forget the asterisks!] and your password.

From here, you can review your account; including consumption, trends, billings, and payments. Should you wish to make a payment with a debit/credit card, or a check, you may select this option from the left side of the webpage and follow the instructions.

When you're ready to proceed, click on the link at the bottom of this page.

Example showing customer number and service address format.

To contact us:
City of Delaware Utility Billing Department 1 South Sandusky Street Delaware OH 43015 740-203-1250 x4 utilitybilling@delawareohio.net

PLEASE REFER TO THIS NUMBER WHEN CALLING.	ACCOUNT NUMBER 01*2345*6
	SERVICE ADDRESS 123 ENDLESS CIRC
DUE DATE 03-14-13	AMOUNT DUE $401.98
	CONTACT US 740-203-1250 x4