



Month Date, Year

Jane Smith
1000 E. Ohio St.
City, State Zip Code

96-HOUR WATER SERVICE TURN OFF NOTICE

RE: **Property Location:** Address
 Account Number: Account Number
 Balance Due: Balance \$

Dear Water/Sewer Customer:

Our records indicate that your water/sewer account is delinquent. The balance noted above is due within 96 hours from the date of this letter and requires payment to avoid the disconnection of your water service.

Please do not mail your payment; it may not be received within the specified time. Instead, you may pay your bill online <https://www.wilmingtonde.gov/residents/online-payments> or by calling Customer Service by dialing 311.

If you believe this information is not correct or have any questions concerning your bill, please contact Customer Service at 311. If you are unable to pay in full, please ask to speak to an Account Services agent. Please have your account number ready for an agent to assist you.

The City of Wilmington offers helpful repayment terms for resolving outstanding delinquencies and a Utility Payment Assistance Program (UPAP) for qualified residents needing assistance with their water/sewer bills. You can apply here: <https://www.wilmingtonde.gov/government/city-departments/finance/utility-payment-assistance-program>.

The City encourages you to apply to these programs for assistance to help you have continued access to your water services. If you do not qualify for either program, the City offers helpful repayment terms for resolving your situation. To create a payment arrangement or if you require more information, please contact our Account Services Division at 302-576-2445.

Sincerely,
Account Services

