City of Wilmington
Department of Finance
800 N. French Street
Wilmington, Delaware 19801

City of Wilmington Enquesta Billing Portal Frequently Asked Questions

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Account Setup and Access

1. **Will my old username and password work on the new site?**

The new customer portal will require new registration, however if your old portal account was setup on autopay that service will continue.

2. **How do I manage my old autopay information if I have to re-register for portal access?**

The new portal registration will know if the account being registered was previously setup on autopay and will automatically link to the new portal account.

3. **What is the new Customer Portal?**

The Customer Portal is an online platform that lets you manage your utility, Tax, and L&I accounts anytime, anywhere, with tools for viewing bills, making payments, and tracking usage.

4. **How do I register for the Customer Portal?**

Visit (new portal url), find the portal login or registration link, and enter your account number, email, and personal details to create an account.

5. **What do I need to sign up for the portal?**

You'll need your new utility account and customer number provided on your bill.

6. **Is the portal free to use?**

Yes, the portal is free for customers to access and use for managing their utility accounts.

7. **Can I access the portal on my smartphone?**

Yes, the portal is mobile-friendly and works on smartphones, tablets, and desktops. Some utilities may also offer a dedicated mobile app.

8. **What should I do if I forget my password?**

Click the "Forgot Password" link on the login page, enter your registered email, and follow the instructions to reset your password.

9. **Is my personal information secure on the portal?**

Yes, the portal uses PCI-compliant security measures to protect your personal and payment information.

10. **Can I have multiple utility accounts linked to one portal login?**

Yes, you will be able to link multiple accounts to a single login for easier management.

11. **What browsers are compatible with the portal?**

The portal works with modern browsers like Chrome, Firefox, Safari, and Edge. Ensure your browser is updated for the best experience.

12. **Can I access the portal without an internet connection?**

No, the portal requires an internet connection as it's a web-based platform.

Billing and Payments

13. **How do I view my utility bill on the portal?**

Log in, navigate to the billing section, and select your current or past bills to view or download them as PDFs.

14. **Can I go paperless with the Portal?**

Yes, you can enroll in e-billing to receive digital bills via email and reduce paper usage.

15. **What payment methods are accepted on the portal?**

You can pay with credit cards, debit cards, or ACH (bank account transfers).

16. Is there a fee for paying my bill online?

The city doesn't charge a fee for making payments online.

17. Can I set up automatic payments?

Yes, you can set up autopay to automatically deduct payments from your preferred payment method on the due date.

18. How do I know my payment was successful?

You'll receive a confirmation email or notification in the portal after a successful payment.

19. Can I view my payment history?

Yes, the portal provides a payment history section where you can see all past payments and their dates.

20. What happens if I miss a payment?

The portal has notifications for upcoming and past-due bills to help you avoid late payments for those that have a portal login and have selected this service.

21. Can I pay a partial amount of my bill?

Yes, partial payments are allowed through the portal, however partial payments will not stop a disconnect order. Please be sure to contact the city if your account is in jeopardy of being disconnected.

22. How do I cancel or edit a scheduled payment?

Go to the payment section, find the scheduled payment, and select options to edit or cancel it before it processes.

Usage Tracking and Management

23. Can I track my utility usage on the portal?

Yes, the portal will show your historical water usage.

24. How often is usage data updated?

Usage data is typically updated monthly when your account bills.

25. Can I see historical usage data?

Yes, you can view past usage patterns and history, however this tracking will begin with the new portal deployment starting in July 2025.

26. Can I set usage alerts?

Not at this time.

27. Does the portal show my peak usage times?

Not at this time.

28. Can I compare my usage to previous months?

Yes, the portal includes comparison tools to view usage trends over weeks, months, or years.

29. Does the portal support commercial accounts?

Yes, it supports both residential and commercial accounts.

Features and Functionality

30. What customer service requests are available?

Customers will be able to do the following online without the need of a customer service representative.

- Change the account mailing address.
- Request a “Promise to pay” (extend the payment due date -one time)
- Create a “Payment Plan” where an installment agreement can be created online to catch up on unpaid balances.

31. Can I request a new service through the portal?

Not at this time.

32. Does the portal offer notifications?

Yes, you can receive email or push notifications for bills and payment notification.

33. Can I update my contact information?

Yes, you can edit your email, phone number, or mailing address in the account settings section.

34. Can I communicate with customer service through the portal?

Not at this time.

35. Can I view my account balance in real-time?

Yes, the portal shows your current balance, including any outstanding or upcoming charges.

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Troubleshooting and Support

36. What do I do if the portal is down?

Contact the cities customer service or check their website for outage or maintenance updates.

37. Why can't I log in to the portal?

Ensure your credentials are correct, reset your password if needed, or contact your utility for account issues.

38. Why isn't my usage data updating?

This could be due to a delay in billing. The usage information is updated when your account bills.

39. Can I get help with the portal's features?

Yes, contact customer service or review the sites FAQs.

40. What if I don't see my payment reflected?

Check your payment history or contact your utility, as processing times may vary (typically 1-2 business days).

41. Why am I not receiving notifications?

Verify your notification settings in the portal and ensure your email or phone number is correct. Also check your email spam folder.

42. What if I'm locked out of my account?

Follow the "Forgot Password" process or contact your utility to unlock your account after verifying your identity.