



CITY OF WILMINGTON
DIVISION OF REVENUE/CUSTOMER SERVICE - 1ST FLOOR 800 N
FRENCH STREET, WILMINGTON, DE 19801
For all inquiries about your service, please call 311 or
302-576-2620 for service outside of the City

CUSTOMER TURN OFF/ON SERVICE REQUEST FORM

City of Wilmington Code Sec. 45-87. UPON CUSTOMER REQUEST.

Whenever an owner desires to have his service contract terminated or his water service discontinued, he shall notify the department to that effect in writing. A charge of \$40.00 shall be made for shutting off the water. When the property is occupied, the owner shall pay the facilities charge in advance for the balance of the applicable billing period, as well as any other charge due, and the department shall turn on the water for which an additional charge of \$40.00 shall be made. (Code 1968, § 47-59; Ord. No. 95-011(sub 1), § 2, 3-2-95)

Requirements for Request

1. You will be responsible to clear all charges incurred prior to the actual shut off date plus the accumulated penalty and interest.
2. Your account will automatically be charged a **\$40.00 turn off fee** and a **\$40.00 turn on fee**.
3. Your account will also be charged the monthly facilities charge during the time of shut off. The facilities charge is a base charge for operating the water system and getting water to your curb regardless of whether you consume it.
4. Complete this form and return to City of Wilmington at least **72 hours prior to request**.



STOP !!! BEFORE YOU PROCEED... Is this a continuance for water that has previously been requested off and is currently off? YES / NO DATE OF LAST REQUEST: _____

PLEASE PRINT LEGIBLY AND COMPLETELY

Requestor's /Company Name: _____ Contact #: () _____ - _____

Service Address: _____ Acct #: _____

Mailing Address, if different than service address: _____

-Except for emergencies, Turn Off/On hours are 9am to 4pm Monday -Friday ONLY-

Turn **OFF** Date: _____ Time: _____ Turn **ON** Date: _____ Time: _____

SOMEONE MUST BE PRESENT FOR SERVICE TO BE TURNED ON

Meter Removed (Y/N): _____ Is there a demolition scheduled for this property? (Y/N): _____

Printed Customer's Name: _____

Customer's Signature: _____ **Date:** ____/____/____

INTERNAL USE ONLY

Original Request Received: ____/____/____ **CSR Initials:** _____ **Phone#:** (302) 571-4320

Sent to Public Works: ____/____/____ Received Update: ____/____/____ Date Acct Charged: ____/____/____

PW Actual Shut-Off Date: ____/____/____ **Meter Reading:** _____ **Taken By:** _____

PW Returned Documentation to CSU: _____