



DEPARTMENT OF FINANCE

NEWS RELEASE

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New Castle County Sewer Service Bills Are On Their Way

NEW CASTLE, Del. – New Castle County residents can expect their sewer service bills to arrive in the mail by February 10. The bills, which will be mailed Friday, January 30, are due Monday, March 2, 2015. Residents can access their payment status and history on-line at the county's website: www.nccde.org.

Since the normal February 28 deadline falls on a weekend this year, payments will be accepted without penalty up through the end of the day on Monday, March 2, 2015. By law, any balance that remains on accounts as of March 3 will be subject to a 6 percent penalty, and a 1 percent penalty each month thereafter.

Customers can take advantage of a variety of convenient, cost effective methods to ensure that their bills are paid on time. Payments are accepted in person at the New Castle County Government Center, 87 Reads Way, New Castle. The payment window is open 8 a.m. to 4 p.m., Monday through Friday. A drop box is available for check and money order payments 24 hours a day at the main entrance of the Government Center. Payments can also be mailed to:

**New Castle County Sewer
P.O. Box 470
Claymont, DE 19703**

In addition to paying by mail or in person, residents can pay their sewer bill with a Discover Card by calling the New Castle County Office of Finance at (302) 323-2600. Discover Card fees vary based on the amount of the bill. Other major credit cards are accepted through Paymentus, a third-party company that accepts Visa, MasterCard, Discover, American Express and electronic check at www.nccde.org or by calling at 1-877-225-7351. For sewer service payments, Paymentus charges users a service fee of \$5.25 for each transaction of \$650 or less. Residents with questions concerning making payments through Paymentus may call its Customer Contact Center at 1-800-420-1663.

Customers who do not receive their sewer bill by February 10, or who need additional information, can call New Castle County at (302) 323-2600 weekdays from 8:00 a.m. to 4:00 p.m.