

Billing & Collection

1. Meter readings are obtained once a month.
2. Billings are calculated from the meter readings and mailed to the customer.
3. Bills are typically due around the 25th of the month. However, a grace period exists until the 5th of the following month. The grace period is to allow the customer additional time to make payment prior to penalty being applied.
4. If a utility bill is not paid by 5 pm on the 5th of the month, 1.5% penalty is assessed on the past due outstanding balance. Penalty is considered a “demand” charge, meaning due upon assessment.
5. When payments are received and entered into the Cash Receipt system, the system automatically applies the payment to any penalty first and principal balance second. **We checked with other utility providers and our software provider and this is the standard practice.**
6. If penalty is assessed and paid prior to the next bill being generated, the customer will not see a penalty charge on that next bill. Any balances remaining will be shown as an outstanding or previous service balance.

Example #1: A customer owes a total of \$191.31 and does not pay by the 5th: \$21.95 Water, \$44.30 Sewer, and \$125.06 Electric. Penalty is assessed: \$0.33 Water, \$0.66 Sewer, and \$1.88 Electric. The customer makes a payment of \$191.31 on the 8th. The payment is applied to penalty first and then to the Water, Sewer, and Electric service balances. When the next bill is generated on the 10th, a previous balance of \$0.33 Water, \$0.66 Sewer, and \$1.88 Electric is shown because the penalty has already been paid.

Example #2: A customer owes a total of \$113.29 and does not pay by the 5th: \$113.29 Electric. Penalty is assessed: \$1.70 Electric. The customer does NOT make a payment. When the next bill is generated on the 10th, a previous balance of \$113.29 Electric is shown and penalty of \$1.70 is shown because no payment has been made.

To avoid any penalty being assessed, the customer must pay their bill in full anytime from receipt of the bill until 5 p.m. on the 5th of the month.

Bill Payment Options

The City accepts the following forms of payment:

1. Cash
2. Check or Money Order
3. Automated Bank Draft – Processed on the 1st business day of the month. Forms available at the City Hall office.
4. On-line Payments (City's Website) – Credit/Debit Card or Electronic Check. Convenience fee applies. Payments scheduled by 11:59 pm on that day will be processed as of the next business day. Visit our web site at www.seafordde.com.
5. On-line Payments (Customer's Bank) – A customer may set up payments through his/her bank's on-line payment system. Even though the customer is not physically writing a check, the bank is writing and mailing a check to the City of Seaford. This form of payment requires additional processing time because it is NOT automatic or "electronic". If the customer schedules the payment as of the 5th of the month, the City may not receive it for several days after that date because of the mail service.

E-Bills Available

Want to have your bill information available at your fingertips with a click of a button? Sign up for E-Bills today by calling the office at 302.629.9173 or email your request to jsapp@seafordde.com.

**For more information about our billing or payment options,
please contact customer service at 302.629.9173.**