

City of Wilmington Launches New Billing System July 7

***New platform will manage utility accounts, property taxes,
and code enforcement fee payments;
Provides customers with greater efficiency, usability, and transparency;
\$5 credit for customers who enroll online or update their accounts;
Required 10-day “blackout period” will briefly impact online payments
between June 28 and July 7***

Wilmington, Delaware, June XX, 2025: The City of Wilmington is proud to announce it will launch a new billing system on July 7, 2025, that will improve the City’s management of utility, property tax, and code enforcement fee payments. The new platform, Enquesta, replaces the current, outdated platform in place since 2006.

The move comes after the City recognized the need to modernize its billing operations and provide more accurate, transparent, and convenient service to residents. With Enquesta, residents can readily review their water consumption, charges, property valuations, payment histories, and balances.

Key customer benefits also include a new, secure online portal that will:

- Consolidate all accounts and bills in one central location
- Enable text and email notifications about account activity
- Provide detailed explanations of how the bills are calculated
- Allow customers to pay one or all bills from a single location
- Offer Autopay options and secure storage of payment methods
- Enable online applications for payment plans and charge disputes
- Supply geographic and property-specific information

As an incentive to sign up with Enquesta, customers who register or update their accounts will receive a \$5 credit on their first month’s utility bill.

Short Steps to Switch Over

For most customers, their physical bill will remain largely unchanged. Beginning in July, customers who pay by check and/or mail will be encouraged to enroll in Enquesta’s online system.

Existing online customers will need to take a few brief steps. Starting July 7, existing online customers will need to visit the City’s website to create a new username and password:

www.wilmingtonde.gov/government/city-departments/finance/new-city-water-utility-billing-portal.

While existing online customers will have their account and payment information automatically transferred to the new system, they must change their password for security reasons. They will be prompted to change the password once they visit the new portal.

Ten Days for the Transition

To ensure a smooth transition, a **10-day system blackout** will be required. Registered customers will **not** be able to make online payments between **June 28 and July 7**. However, you will be able to make one-time payments at the payment website. You may also make payments by mail, or in person.

Customer Assistance and Scam Protection

Agents at the City's 311 Call Center will be available to assist customers during the transition. Residents interested in receiving updates or alerts about their accounts are encouraged to sign up at call 311 to provide an email address and phone number.

Whenever a local government changes its billing system, there is an added potential for scams. Here are two facts that every resident should know: 1) NO ONE from the City of Wilmington or Wilmington Water will ever call any customer about signing up with the new system, and 2) NO ONE from the City of Wilmington or Wilmington Water will ever call any customer asking for the personal and/or financial information.

For more information, please call the City of Wilmington 311 Call Center by dialing 311 within city limits or 302-576-2620 from outside the city.

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