



The Brandywine River from the Washington Street Bridge

WATER METER UPGRADE PROJECT CONTINUES

The Department of Public Works continues to work with Grid One, a company that specializes in automatic water meter readers, to upgrade meters at no cost to the customer. With 70% of the meters replaced, the City expects to complete the work by end of April.

Customers will receive a letter from the City indicating the date and time that Grid One will visit their home. The installers will need to access the water meter within each home and will take no longer than 30 minutes to complete the upgrade.

Most of the meters within the City were installed more than 10 years ago and are no longer capturing accurate water consumption or covered by the manufacturer's warranty.

Beat the Freeze- Preventing Frozen Pipes

Once the temperature starts dropping outside, you should take measures inside to keep your pipes warm and water running. Here's what to do:

- Keep garage doors closed, especially if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing, especially if your sinks are on an exterior wall. (If you have small children, be sure to remove any harmful cleaners and household chemicals.)
- Let the cold-water drip from a faucet served by exposed pipes. Running water through the pipe – even at a trickle – helps prevent pipes from freezing.
- Keep the thermostat set to the same temperature during day and night. Again, during a cold snap is not the time to set back the thermostat at night to save a few bucks on your heating bill.

For the long term, add insulation. Insulation will maintain higher temperatures in those areas. And to prevent drafts, seal cracks and openings around windows, doors, and at sill plates, where the house rests on its foundation.

View and pay bills online

www.WilmingtonDE.gov/pay

Insurance for Residential Water and Sewer Lines

The City of Wilmington's Department of Public Works has partnered with American Water Resources (AWR) to offer a Water Line and Sewer Line Protection Programs to provide water customers with the opportunity to purchase insurance that will greatly limit their financial liability in the event of a costly repair. According to Sections 45-34 and 45-120 of the Wilmington City Code, property owners are responsible for the maintenance and repair of the water and sewer lines that run through their property and connect each residence to the City's main lines. By voluntarily participating in this new program, homeowners would be covered for such repair costs.

Repairs to water and sewer lines may require heavy construction equipment to conduct excavation and to repair the lines. Contractors may be required to break through city streets and sidewalks. Homeowners insurance typically does not cover these repairs, which can run into the thousands of dollars.

By signing-up for the City of Wilmington's American Water and Sewer Line Protection Program, you will receive:

- Up to \$10,000 per occurrence for covered water line repairs
- Up to \$8,000 per occurrence for covered sewer line repairs
- Quick response and no limit on service calls
- 1-Year Warranty on all covered repairs
- Affordable Pricing! For example: Only \$7.98 per month provides protection of up to \$10,000 for covered water line repairs and up to \$8,000 for covered sewer line repairs.

To learn more or to enroll in the City of Wilmington Water and Sewer Line Protection Program, call: 866-315-4473, or visit www.AWRUSA.com/Wilmington.

ESTIMATED vs. ACTUAL READ

When your bill arrives, see if you have an estimated or actual (normal) reading. If you have an estimated reading, do the following:

- Check your meter reading. Read all dials from left to right. If the small triangle on your meter is spinning, you may have a leak.
- Call (302) 571-2620 to request a special water meter reading. Special readings take place on Fridays during the following time slots:
 - 9 a.m. - 11 a.m.
 - 11 a.m. - 1 p.m.
 - 2 p.m. - 4 p.m.

Citizens who have questions about their water bill should call 302.576.2620 or 302.571.4320 for assistance.

DEPARTMENT OF FINANCE - HOURS OF OPERATION

Revenue Division (Cashier), 1st floor:	8:30 AM - 3:45 PM
Delinquent Accounts, 1st floor:	8:30 AM - 3:30 PM
Procurement (Contracts), 5th floor:	8:30 AM - 4:30 PM
Earned Income Tax (Wage Tax), 8th floor:	8:30 AM - 3:30 PM