

Dear Resident/Business,

Your City of Delaware monthly utility bill has a new look, as well as an improved way to review your usage, account balance, and pay your bill online. To do so, you'll need two items from your bill, and an email address. We'll have a link on our website, but you may also type in the following to your web browser:

<https://www.municipalonlinepayments.com/cityofdelawareoh/utilities>

1. Click on the middle button to Sign Up.
2. Scroll to the very bottom to 'Don't have an account?' and click Sign up.
3. Enter your information by following the Password Requirements and click Sign Up.
4. Get the verification code from your email and enter it into the Enter Code box and click Verify.

You'll be taken back to the Utility Billing page. Click on Add account. You'll need the Customer Number and Account Number off your Bill [see below, in the green circle] and click on Add account.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
	12345	51931300000000	

  

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
80009	09/01/2023	090555	RESIDENTIAL	09/30/2023

  

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
WATER RESIDENTIAL INSIDE	18048100	A	07/10/2023	09/17/2023	500	500	4	USE	000.00

After successfully signing up and adding your account, you'll be able to just sign in using your email and password.

From the new page, you'll be able to view your usage for the past two years, view your transactions, pay your current bill, or enroll in auto pay (via credit card).

There are other features along the left side of the page to change your account detail and contact preferences, etc.

If you have any questions, please feel free to contact us via email at [utbill@delawareohio.net](mailto:utbill@delawareohio.net) or by phone at 740.203.1250.

Thank you!