

Go to [www.cityofdover.com](http://www.cityofdover.com)

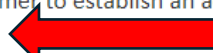
Click on view and pay my bill



Click on the link below General Bills

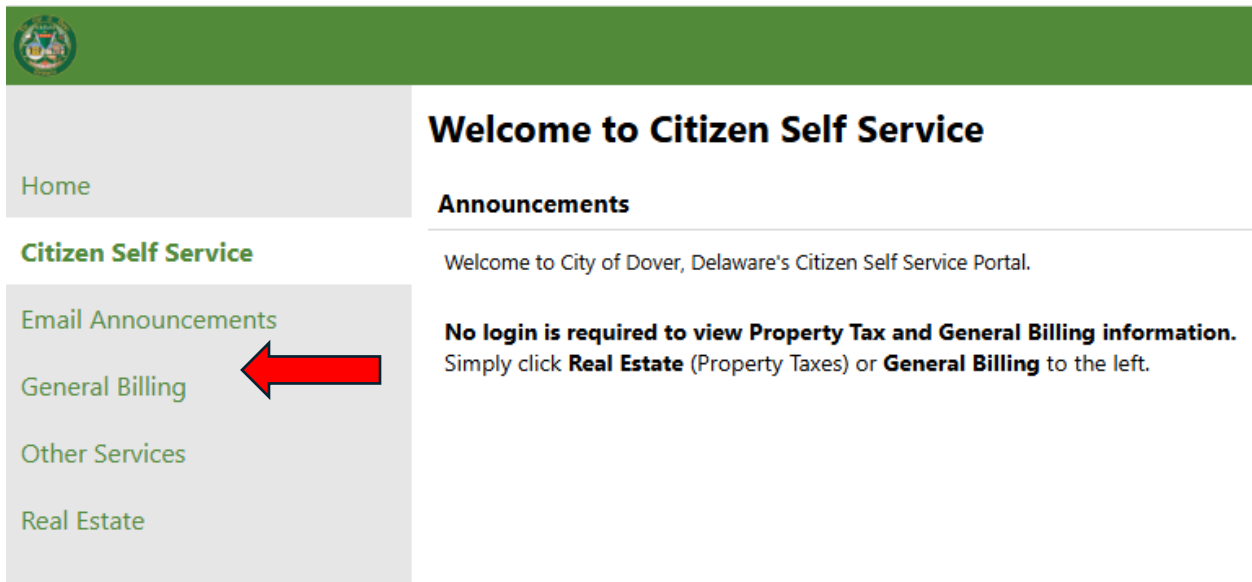
View / Pay – **General Bills** (such as Code Enforcement, Planning and Inspections, Electric Administration Charges, Public Works, Miscellaneous Water Charges) – (requires customer to establish an account)

<https://selfservice.dover.de.us/css/citizens/default.aspx>



The new Stormwater Utility Bill can be paid through the General Bills link above. Please note, you will have to create an account, separate from your utility bill in order to pay online.

Click on General Billing



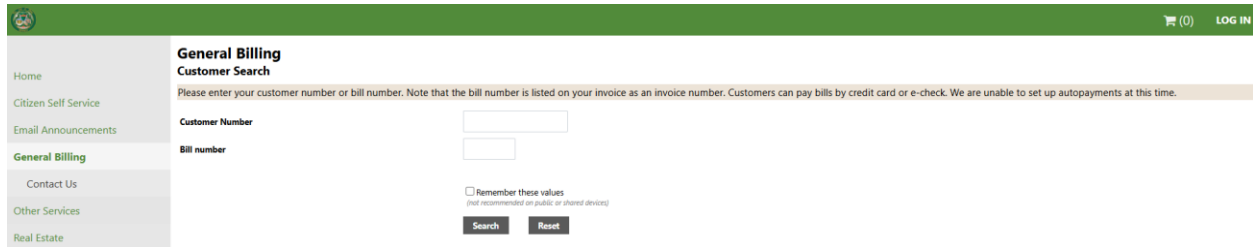
**Welcome to Citizen Self Service**

**Announcements**

Welcome to City of Dover, Delaware's Citizen Self Service Portal.

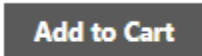
**No login is required to view Property Tax and General Billing information.**  
Simply click **Real Estate** (Property Taxes) or **General Billing** to the left.

The following screen will come up and you will need to enter your Customer Number **or** Bill number note the bill number is listed on your invoice as an invoice number. Click Search

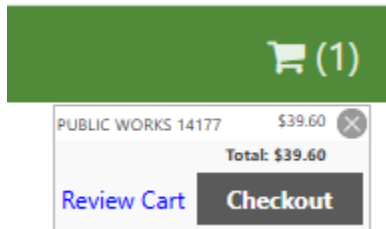


The screenshot shows a web interface for 'General Billing Customer Search'. On the left is a navigation menu with links: Home, Citizen Self Service, Email Announcements, General Billing (highlighted), Contact Us, Other Services, and Real Estate. The main content area has a green header with a shopping cart icon and 'LOG IN'. Below the header is a light brown instruction bar: 'Please enter your customer number or bill number. Note that the bill number is listed on your invoice as an invoice number. Customers can pay bills by credit card or e-check. We are unable to set up autopayments at this time.' The form contains two input fields: 'Customer Number' and 'Bill number'. Below these is a checkbox labeled 'Remember these values (Not recommended on public or shared devices)'. At the bottom are 'Search' and 'Reset' buttons.

After you find your invoice, you will have to click Add to Cart.



When you are ready to pay with a credit card or check click on checkout and follow prompts.



Follow the prompts from there. If you have any questions about these instructions, please call 302-736-7035.