

Frequently asked questions – Sewer bills (Residential - 2022)

<https://www.nccde.org/230/Sewer-Billing>

Q: Where can I pay my bill?

A: County sewer bills can be paid by mail using the return envelopes that come with the bills, by going to www.nccde.org and clicking on “Online Tax and Sewer Payments”, or in person at the New Castle County Government Center, 87 Reads Way, in New Castle (cash, check, money order and PIN Debit Cards are accepted at this location).

Q: Can I pay my bill with a credit card / electronically?

A: Yes. Major credit cards (Visa, MasterCard, Discover, American Express, and electronic check services), as well as PayPal, Venmo, Amazon Pay, Google Pay, Apple Pay are accepted through our third-party vendor Paymentus. There is a user transaction fee of \$4.50 for each transaction up to a \$650 increment. If you are paying more than \$650, you will be required to pay with multiple transactions when using this service. Customers can access these services and pay their New Castle County sewer service fees via the internet at <https://ipn.paymentus.com/rotp/NCCU>, or by calling Paymentus at 1-877-225-7351. If you have questions concerning making payments through Paymentus, you may call their customer contact center at 1-800-420-1663.

Q: What time period does the bill cover?

A: All residential properties connected to the New Castle County sewer system are billed on an annual basis. This billing is mailed out once a year in January in advance for the current calendar year. For example, sewer service bills mailed in January 2022 cover the calendar year ending December 31, 2022. However, your bill may also include a “Prior Account Balance” that remains unpaid or an adjustment for the prior year’s bill if you were identified as a “new home owner”.

Q: Does my bill have to be paid in total by February 28, 2022?

A: Yes. By law (New Castle County Code, Sec. 38.02.503) any balance that remains on your account as of March 1 will be subject to a 6% penalty, and a 1% penalty each month thereafter.

Q: What is my sewer service bill based on?

A: Sewer service bills are based on a property’s actual water usage over a prior 12-month period. The property’s water company provides this information to New Castle County. The water consumption amount is usually calculated using the first three quarters of the prior year and the fourth quarter of the year before that. For example, the annual sewer service amount for 2022 is usually based on the fourth quarter of 2020, and the first three quarters of 2021 (October 1, 2020 – September 30, 2021). The time periods used could vary slightly due to the meter read cycles of some water companies.

Q: How is the sewer bill calculated?

A: New Castle County compares the four quarterly usage amounts reported for each property. We then take the two lowest non-zero quarterly amounts, add them together, and multiply the total by two. This amount is your annual consumption, which is then multiplied by the residential sewer rate (6.42917 per 1000 gallons) to determine your bill. Calculations can vary if your water company reported zero consumption in any of the reported four quarters.

Q: Not all the water we use flows into the sewer system. Do you make adjustments for things like swimming pools and lawn sprinklers?

A: Yes. To calculate your usage, we take your two lowest non-zero quarterly amounts, add them together, and multiply the total by two. We disregard the two highest, which typically includes warm-weather usage for pools and lawns. This is our way of adjusting for water that may not pass through the sewer system.

If you wish to have a more accurate account of the water used that does not pass through the sewer system, you can have a separate meter installed that will measure only the water that will pass through the sewer system.

Q: Do you adjust for leaks?

A: Yes, we adjust for leaks that add to your usage, if the leak does not flow through the sewer system. To receive an adjustment, the homeowner must send in documentation to prove the claim – a copy of a plumber’s repair bill, for example. Any leak that passes through or flows into the sewer system - a toilet leak, for example - will not be adjusted.

Q: How do you calculate the bill for a new parcel owner?

A: The first annual bill a new parcel owner receives will be in the amount of the county average charge. The following year the parcel owner will receive a bill based on their actual consumption, along with an adjusted bill for the prior year. Depending on whether your first bill of the county average was an undercharge or an overcharge, the adjustment will be either an additional bill or a credit.

Q: How do I qualify for a rate reduction if I am 65 years old, or disabled?

A: In order to qualify for a reduction on your sewer service charge, you must qualify for the county’s senior and/or disability exemption. You must submit an application to the County’s Assessment Division by June 1. If you already receive a Disability or Age 65 property tax exemption from New Castle County, you will automatically be billed the reduced rate. For more information, or to obtain an application, contact our Assessment unit at 302-395-5520.

Q: I did not receive my sewer service bill. Am I responsible for the penalty?

A: Yes. Failure to receive a bill does not relieve a property owner of the obligation to pay their sewer bill on time. If you have not received your bill by February 7, please contact New Castle County at 302-395-5340. Or visit our website at <http://www3.nccde.org/parcel/search/> - Once you’ve entered your parcel number, hit search, then select details, then you’ll see a link for tax and sewer bills at the top of the page.

Q: How is the billing amount determined for a customer with a well?

A: An account that is serviced by a well is charged a standard rate. This rate is 85% of the average charge, (for 2022 the well rate is \$243.00).