



DELAWARE ELECTRIC CO-OP
"We Keep the Lights On"
 P.O. Box 600 • Greenwood, DE 19950
 Office Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

855-DEC-9090 TOLL FREE

302-349-3177 FAX NUMBER

THE CALL CENTER IS OPEN FOR BILL PAYMENT
 AND ACCOUNT INQUIRY SERVICE
 Monday-Friday, 7:00 a.m. - 6:00 p.m. DRIVE-
 UP WINDOW
 Monday-Friday, 8:00 a.m. - 4:30 p.m.
NIGHT DEPOSIT IS AVAILABLE

DISCONNECTION NOTICE

Dear Member - Owner:

Your account is PAST DUE. If payment has been mailed, we have not received it. THE PAST DUE AMOUNT MUST BE RECEIVED IN OUR OFFICE WITHIN FOURTEEN (14) DAYS FROM THE BILL DATE ON THE ENCLOSED BILL.

When a Cooperative employee visits you to disconnect service for Failure To Pay, if available, you will be given the opportunity to make payment rather than be disconnected. If you pay, a thirty dollar (\$30.00) Collection Charge will be collected. This charge is not included in the past due amount and is assessed for any collection visit that does not result in disconnection. In the event of disconnection, a reconnection fee will be paid along with any deposit that may be required.

Should you wish to discuss your account status, please contact Customer Service between 7:00 a.m. and 6:00 p.m., Monday through Friday.

Your cooperation and your prompt attention is sincerely appreciated.

Thank you.

SUSSEX COUNTY

DELAWARE FUEL ASSISTANCE

CATHOLIC CHARITIES
 406 S. Bedford Street, Ste. 9
 Georgetown, DE 19947
 Phone: 302-856-6310

CATHOLIC CHARITIES BASIC NEEDS

406 S. Bedford St., Ste. 9
 Georgetown, DE 19947
 Phone: 302-856-9578

COMMUNITY ACTION AGENCY

308 N. Railroad Avenue
 Georgetown, DE 19947
 Phone: 302-856-7761

SALVATION ARMY SEAFORD

23431 N. Dupont Hwy.
 Seaford, DE 19973
 Phone: 302-628-2020

STATE SERVICE CENTERS

Bridgeville302-337-8261
 Georgetown302-856-5574
 Laurel302-875-6943
 Seaford302-628-2000
 Frankford302-732-9501

KENT COUNTY

CATHOLIC CHARITIES

2099 S. DuPont Hwy.
 Dover, DE 19901
 Phone: 302-531-0845

SALVATION ARMY

611 Forest Street
 Dover, DE 19904
 Phone: 302-678-9551

STATE SERVICE CENTERS

James Williams Service Center
 805 River Road
 Dover, DE 19901
 Phone: 302-857-5002

Smyrna State Service Center
 200 S Dupont Blvd.
 Smyrna, DE 19977
 Phone 302-514-4500

Milford Service Center
 13 S.W. Front St.
 Milford, DE 19963
 Phone: 302-424-7230

OUR DISCONNECTION PROCEDURE

Because we recognize the potential danger to members and their property during the cold winter season and extremely hot summer season, we are taking extra steps to avoid any service disconnection for non-payment.

1. If you are unable to pay your bill, a one-time installment agreement may be available to you for bills coming due November 15th thru March 30th during the "Heating Season" only.
2. On the reverse side of this page is a list of organizations and/or agencies that may be able to provide you with financial assistance. Contact them, if necessary, to learn if you qualify.
3. If life-sustaining medical equipment is in use, or if any occupant is so ill that health or recovery would be threatened, please call the office to make arrangements if the full bill can not be paid by the due date. Physician verification is required.
4. We offer a Third Party Notification Plan. This program may help those who are sick, elderly or are away from home for extended periods because it allows the Cooperative an opportunity to contact a third party, friend, clergy/pastor, relative or neighbor who can help remind the member to arrange payment of the electric bill. This "third party" does not have any liability regarding the payment of the bill.

PLEASE REFER TO YOUR ACCOUNT NUMBER SHOWN ON YOUR MONTHLY STATEMENT WHEN CALLING OUR OFFICE.

We encourage you to call our office if you have any questions about these policies. It is important to us to bring continuous service to your home.