



Office Hours: Mon.-Fri., 8:00 a – 4:30 p

Phone: 302-653-9231

Fax: 302-653-3492

www.smyrna.delaware.gov

Town of Smyrna **Utility Information**

Utility bills are due upon receipt and the usual monthly due date is the **6th of each month**, if the 6th falls on a weekend or holiday, the due date will be the next regularly scheduled business day.

The Town of Smyrna has several methods of payment available:

In office with cash, check or money order

Drop Box (located at Town Hall) using check or money order only (no cash)

By mail, using the provided envelope and stub (check or money order only)

By mail, to P O Box 307, Smyrna, DE 19977 (check or money order only)

Phone payment system @ 302-653-9231 opt. 2 (convenience fee of \$4.95 applies)

On-line @ www.smyrna.delaware.gov (convenience fee of \$4.95 applies)

The Town's in-house Direct Debit program (free of charge, completed form required)

Customers may also choose to pay directly through their personal financial institution's on-line bill pay service

Payment is considered late after 4:30 p.m. on the regularly scheduled due date. When paying on-line or over the phone on the due date, payment should be made by 3:00 p.m. to avoid late fees. Late fees are 5% of the account balance. Any payments put in the Drop Box on the due date after 4:30 p.m. are considered late.

Five days after late charges are assessed, any unpaid account balances are subject to disconnect. To avoid additional fees, payments should be made in full on or before the 5th day by 4:30 p.m. Once services are disconnected, all balances including late fees and reconnect fees, must be paid by cash or money order in the office, by money order in the drop box or by credit card only on-line or over the phone in order to have services restored. ***Please note:*** Payments made on-line or over the phone are subject to the providers \$4.95 service fee.

FOR AFTER HOURS UTILITY EMERGENCIES, PLEASE CONTACT THE POLICE DEPARTMENTS NON-EMERGENCY LINE AT 302-653-9217

The Town offers a budget billing program after twelve months of occupancy. Budget billing starts in the month of June with catch up month being the month of May. Written requests may be submitted on-line or in office at Town Hall.

For customers who may be watering lawns, have an irrigation system, swimming pool or anything that may require large amounts of water to be used, a secondary water meter is available for purchase. This “yard meter” would be billed only for water usage instead of being charged for both water and sewer when using the house meter. The current cost for the meter is \$300.00 and can be paid on-line, in the office or by mail or drop box. **Please note:** The Town does not install water meters. Once the installation is complete, contact Public Works to schedule a calibration.

Going on vacation? Contact the Business Office to make arrangement for your payment while you are gone.

Yard Waste Pick Up

The town recently acquired a rear-loading trash truck to improve collections and will repurpose the previous blue and yellow recycling bins for a more efficient yard waste program. **Only yard waste in a rigid container will be collected by the town.** There are two (2) ways to request a bin. You can use our online submission form or request one from Jennifer in Public Works. If you email her, please use the subject line: residential yard waste bin request.

Already own a container? Great! You can use your personal container as long as it has a solid metal bar on the front for collection tipping and does not exceed 96-gallons. Please let Jennifer know that you will be using your personal bin. **Yard Waste decals are available at Town Hall, our Public Works facility, and our Planning, Zoning, and Inspections building, at no cost** and will be available throughout the season. This decal must be applied to the container for it to be collected.

To avoid duplication, please use only ONE option. Also, due to the high volume of requests, please allow 2 business days for confirmation notification.

Please visit smyrna.delaware.gov/yardwaste for more information and to review the schedule. Please call (302)653-9231 and select Option 1 to speak with Public Works for any yard waste related questions or concerns.

Please note - yard waste collection is limited to residential homes that receive trash/recycling collection and this is not to substitute tree removal or landscaping care services. We understand that there could be and will be exceptions during the fall and winter months, weather depending, and will address those as they arrive. Curbside leaf collection will begin on Wednesday September 15 and continue until Friday December 31.

Yard waste program will collect:

loose leaves/weeds
small branches
brush/shrubs/prunings
grass clippings
cut flowers/house plants

Yard waste program won't collect:

household waste
concrete/patio bricks/rocks
lumber/large stumps/full trees
animal waste
flower foam/pots/plastics
construction debris

Trash/ Recycling Information

Trash and recycle are picked up weekly by the trash contractor, currently Waste Management (09/01/2020). Trash and recycling are collected on the same day. The pick-up day is dependent on your address in town. Please call if you are unsure of the day for your area. Containers should be placed curbside as early as 4:30 p.m. the evening prior to pick up and no later than 6:00 a.m. on the scheduled pick-up day. The contractor collects trash between the hours of 6:00 a.m. and 6:00 p.m. Provided with your trash service is one 65-gallon trash container and one 65-gallon recycle container. Bulk items will be picked up on trash day but must be called into Public Works by noon on the Friday prior to the scheduled pick-up day.

Please call (302)653-9231 and select Option 1 to speak with Public Works for any trash related questions or concerns, to schedule a bulk pickup, and to request bins if your home does not have them or if you require additional bins.

Commercial customers are limited to one 65-gallon container. Businesses that may require more than one container, upon providing proof of a contract with a trash collector, may have services discontinued.

The following items WILL NOT BE PICKED UP and MAY NOT be mixed with trash: Yard waste, construction debris to include materials from contractors or renovations, paint, chemicals, tires, batteries, or items containing gasoline, kerosene or freon.

The trash collector observes the following six major holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas day

When one of these Holiday's falls during a weekday, Waste Management will operate the remainder of the week one day behind normal schedule.

DSWA Residential Recycling Guidelines

Please note that trash bags are not allowed and can be returned for recycling at your local store that provides plastic grocery bags: such as Wal-Mart

The following items are recyclable:

- Newspapers / brown paper bags
- Magazines / catalogs
- Telephone / soft cover books
- Junk mail / envelopes (all types)
- Paper
- Paperboard such as cereal boxes, tissue boxes, etc.
- Cardboard / cardboard boxes (large pieces should be broken down and manageable)
 - Cardboard with food residue, like pizza boxes, are not recyclable
- Metal cans (tin/steel/aluminum)
- #1 PET plastic food and beverage containers
- #2 HDPE plastic food and beverage containers. No motor oil or anti-freeze containers.
 - HDPE mixed ridged plastics such as kitty litter containers, small plastic buckets (up to 5gal), milk crates, small toys, and plastic trays
- #4 LDPE butter tubs, sour creams containers, and margarine tubs
- #5 Polypropylene yogurt containers, cottage cheese containers
- #7 Mixed plastics various containers. Cartons and aseptic containers like juice boxes, orange juice and milk cartons

If you are still unsure if an item is recyclable, a recycling label and number should exist on the item. For instance, on the bottom of plastic hand sanitizer there is the recycling logo with a number inside and letters. i.e.: 1 PET or 1 PETE, which is recyclable.

If you still have doubts on whether something is trash or recycling, give the town a call Monday through Friday between 8a and 4:30p.

Call DSWA personally at 302-739-5361 or 1-800-404-7080.

Frequently used phone numbers

Town of Smyrna	302-653-9231	
Smyrna Police Department	302-653-9217 (non-emergency)	
Smyrna Library	302-653-4579	
Smyrna Post Office	302-653-9935	
Chesapeake Utilities	302-734-6700	500 Energy Ln Ste 100, Dover, DE 19904
Tide Water	302-734-7500	
Artesian	302-453-6930	
DSWA (Pine Tree Corner Rd)	302-378-1407	
Department of Motor Vehicle	302-744-2510	
Kent County Levy Court	302-744-2305	
Smyrna School District Admin. Bldg.	302-653-8585	
Smyrna Clayton Sun Times	302-378-9531	
Bayhealth - Smyrna	302-653-2010	
Christiana Care – Smyrna	302-659-4444	
Atlantic Apothecary	302-653-9355	
Fletcher’s Plumbing & Heating	302-653-0503	
Town of Clayton	302-653-8419	
DNREC	302-739-9000	
Smyrna State Service Center	302-514-4500	
Delaware State Housing Authority	302-739-4263	
Duck Creek animal hospital	302-653-2300	
KC Animal Services	302-698-3006	
Sassafras Vet	302-659-3624	
Wild Animal Rescue	302-378-4761	