

INFORMATION REGARDING CUSTOMER DEPOSITS

MSC may require a cash deposit from an applicant or existing customer for each account to guarantee payment of final bills for services rendered. Customers with multiple separate accounts requiring deposits will be administered separately. Deposits will be collected in whole dollar amounts.

Deposits for residential customers will be based on the credit risk posed by the customer outlined below. Deposits on residential accounts will be held for twelve (12) months after the deposit is paid in full if satisfactory credit has been established. Satisfactory credit is defined as timely and complete payment of the last twelve (12) consecutive monthly bills and no detrimental credit information recorded against the customer, after the full deposit has been paid. Detrimental credit information is defined as adverse credit reports from recognized credit reporting services available to the general business community or the accounting records of MSC.

Deposits for commercial customers shall not be more in amount than three-twelfths (3/12) of the estimated annual billed charges. Commercial customers may post an irrevocable letter of credit or utility bond issued by a financial institution or insurance company acceptable to MSC's management based on the financial strength of the guarantor in lieu of a cash deposit. Deposits for commercial customers will be held until the account is closed.

Services may be denied or terminated for failure to pay a deposit when requested. Deposits shall not be applied against current delinquent bills except in the case bankruptcy. If a customer files for bankruptcy, MSC shall immediately close the existing account and apply any deposit to the outstanding balance, and will open a new account. The customer will be required to pay an additional deposit on the new account for continuation of service.

Residential customers who are disconnected for non-payment will be required to have a deposit equal to 3/12 annual charges or \$500 whichever is greater. The deposit will be added to the account at the time of disconnection.

Re-evaluation of Deposits

MSC will periodically re-evaluate accounts to ensure the sufficiency of deposits and will incrementally increase a deposit amount if it determines the amount of the deposit currently held is less than three-twelfths (3/12) of the estimated annual charges for commercial customers or if the credit profile of a residential customer has deteriorated. An increase in deposit will not be required if the increase is less than fifty dollars (\$50.00).

In the event that the deposit held is greater than three-twelfths (3/12) of the estimated annual charges for commercial customers, MSC will apply the overage to the customer's account.

If a customer has 3 returned payments or penalties in a 12 month period, they will be assessed a deposit of \$300.00. Customers who have 4 or more returned payments or penalties in a 12 month period will be charged a deposit of \$500.00.

DEPOSIT AND OTHER POLICIES RELATED TO YOUR ACCOUNT CAN BE FOUND IN MSC'S TARIFF, WHICH CAN BE VIEWED ONLINE AT: WWW.NEWCASTLEMSC.DELAWARE.GOV/TARIFF A PHYSICAL COPY IS AVAILABLE FOR REVIEW AT MSC'S ADMINISTRATIVE OFFICE LOCATED AT 216 CHESTNUT STREET.



City News

The next Regular
City Council meeting
is 7 p.m.,
Tues., Aug 11th at the New
Castle Senior Center
400 South Street

REMINDER

Please note that Building
Permits are required for
all projects except
painting, carpeting and
landscape work. **Failure
to get a permit could
result in double permit
fees.** In addition, all
contractors working
within the City must
possess a current City
Business License.

Call 302-322-9801
option 5 for permit &
license questions.

THE NEW CASTLE CRIER

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Understanding your City of New Castle Property Tax Bill



Tax bills are being mailed
this week.

Please note: the City does not accept a
postmark to qualify payment as on time.
Payment must be received in our office
either by mail or in person by the close of
business on the due date.

The City offers a 2% discount if payment is
received at the City office by 4:30 p.m. on
August 31st.

From September 1st through
September 30th the base tax
amount is due.

Payment must be received at the
City office by 4:30 p.m. on
September 30th or a 6% late
penalty will be applied, with an
additional 1% per month accrued
on all unpaid taxes.

For your convenience the City has 3
ways to pay your tax bill:

1. Pay in Person at the City office: 220
Delaware Street (Cash, Check or Money
Order, or credit card)

2. Pay online by credit or debit card or by
e-check on the City's website:
www.newcastlecity.delaware.gov

Please be aware, there are convenience
fees associated with paying your bill online.
Fees over and above your taxes are not
kept by the City. E-checks are mailed by
your financial institution and must arrive by
close of business one due date.

3. Pay by mail (Please note: Postmark not
accepted as on-time payment.)

AMOUNT DUE	
LAST PAYMENT:	(Last Year's Tax Payment)
PAST DUE:	(Any Amount Still Past Due Amount)
CURRENT CHARGES:	(This Year's Base Tax Amount)
DISCOUNT:	(Amount of 2% Discount, if paid by 8/30)
AMOUNT DUE IF PAID BY 08/30/26:	
AMOUNT DUE IF PAID BY 09/30/26:	
AMOUNT DUE IF PAID ON OR AFTER 10/01/26:	

ANNUAL SUMMER CONCERTS IN BATTERY PARK

June 17th – August 5th 6:30-8:00 p.m.

7-15-26-Seven Rings (Irish music and Classic Rock)
7-22-26-Cherry Crush (Dance and Classic Party)
7-29-26-Wendy Logan (Blues, Soul, and Rock)
8-5-26-The Kennett Squares (Blues and Classic
Rock)

Grab your blanket or a chair for music in the park.
Information is available
at www.historicnewcastle.com.

Sunday , September 27th 3:00p.m.-7:00p.m.
(Rain Date Oct. 4th) New Castle Senior Center
Annual Block Party Bring your covered Dish to
eat on the Green. There will be a silent auction,
cash bar & table decorating contest. Tickets \$25
on Eventbrite and at New Castle Senior Center.

Saturday, September 26th, *Annual Art on the
Green in Battery Park* hosted by the New Castle
Hundred Lions Club. www.artonthegreende.net

Saturday, September 26th, *Belgian Beer Fest*
Hosted by the NCCP. www.historicnewcastle.com



Set Sail on the Kalmar Nyckel

The Kalmar Nyckel will be docking at the Delaware Street Wharf in August 2026. For
more information visit: <https://www.kalmarnyckel.org/schedule>

New Castle-The First Capital of the First State!

The most picturesque and historic waterfront community on the East Coast!



From the Tree Advisory Commission:

Help Keep Our New Trees Watered

Over the last 10 years, over 300 trees have been planted along New Castle City streets. Newly planted trees need at least 20 gallons of water every week from April through November, and they need more if we have a drought or hot weather (*and we already have both!*).

Public Works waters some of our new trees but doesn't have the capacity to water them all. In order to keep our city trees thriving, we rely on property owners to water the rest.

If a street tree in front of your property has a tree bag, please:

- Fill the bag twice a week by inserting a garden hose in the slot at the top. The water will seep out of the bottom of the bag over the next few hours.
- Ask a neighbor to fill your bag if you will be out of town.
- If we get at least one inch of rain you can skip the next watering.

Thank you for keeping our new trees thriving!

LIBRARY ON THE LOOSE

June 27th, July 25th, and August 15th.

LOCATIONS:

Battery Park

By the Playground

10:00 a.m. to 1:00 p.m.

Join New Castle Public Library at Battery Park for Library on the Loose.

It's a pop-up library event for families to learn about and receive resources offered at the library. Pick up a free book, some healthy snacks and visit with our community partners.

Call the library for more details. 302-328-1995

New Castle Public Library

424 Delaware Street

Member of the New Castle County

Public Library System



Code Enforcement Corner

Code Enforcement helps to maintain and improve the quality of life of New Castle City residents by administering an unbiased enforcement program to correct violations of City zoning, property maintenance and building codes;

Complaint forms are available on the City Website, www.newcastlecivilcity.delaware.gov or at the City Offices. Complaints are handled on a confidential basis; however, if feedback and/or updates are requested, name, address and phone number need to be provided with the complaint.

Street Trees: A street tree is a tree planted in the sidewalk or a planting strip in the public right-of-way. If you have a street tree in need of attention, please contact the City office at (302) 322-9801, or go on the City website to submit a Tree Work Application. www.newcastlecivilcity.delaware.gov/tree-commission.



The City of New Castle Tree Advisory Commission acts in an advisory capacity for the City of New Castle regarding the maintenance of the street trees and other trees on

City property. There are approximately 1,000 trees that the Commission oversees.

From the Code: § 210-12:

A. No person shall, without a valid tree permit, remove, destroy, break, cut or deface any street tree.

B. No person shall directly or indirectly permit any toxic chemical or any toxic substance to seep or drain or be emptied on or about any street tree.

A tree work permit is required for the planting, removal or pruning of branches of street trees. A resident must obtain a tree permit to ensure that proper care is given to street trees. Street tree work completed without a permit shall be a violation of this chapter subject to fines and enforcement actions under the City Code