

Frequently Asked Questions



● What is eCare?

eCare is a web portal that allows you to have 24-hour access to review the most current and up-to-date account information. eCare, will enable customers to review current and historical statements; remit bill payments via checking account or credit card and access meter reading history.

● How do I sign up for eCare?

From the www.cityofnewarkde.us website, click on the “Manage Account Online”. This will lead you to the eCare link home page. Click on the “Sign up now to access your account online” link. As shown below:

Account Login

A screenshot of the e-CARE login page. The page has a dark blue background. On the left, there is a white arrow pointing right towards the text "Sign up now to access your account online! Click here." On the right, there is a link that says "Forgot your PIN? Click here and we will email it to you!". Below this is a white box with the text "To access your account, enter your account number and your PIN." Inside the box, there are two input fields: "Account Number: (*)" and "Personal Identification Number: (*)". Below the input fields, there is a small text that says "All fields marked with (*) are mandatory." At the bottom right of the box, there are two buttons: "Submit" and "Reset".

● What type of information will eCare provide?

eCare will allow visibility to billing, payment and meter reading history. This will enable users to see both current information and historical information. Customers will be able to view data numerically and graphically, in an effort to compare previous usage.

● What payment methods are accepted online?

eCare allows payments through visa, MasterCard and checking accounts. Users will receive a confirmation of a successful payment on the eCare site, in addition to a confirmation to the registered e-mail address.

● Are my eCare transactions secure?

Absolutely! This system secures your data and transactions and is 128-bit encrypted. Yes, all users are required to have a valid account number and personal identification number (PIN). In an effort to make transactions as secure as possible, we will not retain credit card information. This also means that the option to have payments re-occur is suspended through eCare, but available through our Auto-Debit program.

Frequently Asked Questions



● Will there be a charge to pay online?

No, at this time there is no charge to pay via credit card or checking account.

● How soon will the payment reflect on my account?

Customer Service will see a pending payment immediately following your transaction. Credit card payments should debit your account within 24 hours. Checking account payments should debit within 48 hours.

● What information is needed to use a credit card?

Customers must have the following information to apply a credit card payment:

- ✓ First Name
- ✓ Last Name (Alphabet characters only, without spaces)
- ✓ Billing Zip Code
- ✓ Credit Card Type
- ✓ Credit Card Number
- ✓ Expiration Date
- ✓ CVV Code (located on the back of the card)
- ✓ Payment Amount (Decimal required when using dollars and cents)

**Please note that the first "Submit" button is to verify information

***The second "Submit" button is to transact the payment

● What information is needed to use a checking account?

Customers must have the following information to use a check electronically:

- ✓ Routing Number
- ✓ Account Number
- ✓ Bank Name
- ✓ Type of Account (Must state "Checking")
- ✓ Check Type
- ✓ Name
- ✓ Payment Amount (Decimal required when using dollars and cents)

● My account number is too long?

All account numbers have extended characters, i.e. 0100034567-12; you must eliminate the prefix in order to register. So, 0100034567-12 would be entered as 34567-12.

Frequently Asked Questions



- I forgot my password, how can I reset?

To reset your password, click on the “Forgot your Password” link at the bottom. A temporary password will be e-mailed to you.

Account Login

Sign up now to access your account online!
Click here.

Forgot your PIN?
Click here and we will email it to you!

e-CARE

To access your account,
enter your account number and your PIN.

Account Number: (*)

Personal Identification Number: (*)

All fields marked with (*) are mandatory.

Submit Reset

- I received an e-mail confirmation from Authorized.net, are they affiliated with the City of Newark?

Authorized.net is the payment processing vendor contracted with the City of Newark to ensure that transactions are securely executed.

- Who can I reach out to for eCare website assistance?

Our customer service department is available Monday through Friday from 8:30 a.m. to 5:00 p.m. to assist you for inquiries as it relates to utility discrepancies, billing inquiries, payment posting concerns at (302)366-7085.

Authorize.net is available for any recent transactions on eCare, such as payment voids and timing inquiries regarding payments. Authorize.net is also available 24-hours a day, 7 days a week at (877)447-3938.