

GUIDELINES

Measuring stations

- The University of Delaware continues to maintain and monitor the 26 Delaware Environmental Observing System (DEOS) stations that provide our accumulation data.
 - The data may be viewed by the public on the University's website, www.deos.udel.edu.
 - **Accumulations over 4 inches are deemed qualified or eligible snowstorms** that will be posted on the DelDOT website, www.snow.deldot.gov as the snow event progresses.
- The highest measurement recorded within a snow zone is to determine the reimbursement category.

Annual Packet and Association data sheets

- Review all data sheets enclosed and **return the confirmation sheet by November 1, 2026**. You may via mail, fax, or e-mail.
- Note any **changes** on the Association Change form.
- The Division of Accounting processes all State of Delaware payments and requires the communities to update their information whenever there is a change in the associations address or banking information, at <https://esupplier.erp.delaware.gov>. Direct any questions related to the Supplier Maintenance Team at (302) 526-5600, option #1.
- Review the Road List. Any discrepancies must be addressed **before** the first snowfall.
- The same reimbursement rates are used for all locations and include a mobilization fee which encompasses start up, fuel costs, equipment rental, etc.
- The rate list enclosed in your packet is broken down by category with a table showing the maximum allowable cap for your subdivision. The cap is based upon the road miles, number of cul-de-sacs and dead ends. **Please look over your individualized rate sheet in the packet.**

Document Submission

- **Reimbursement requests for storms over 4 inches should be submitted as soon after an event as they occur** and sent to:

Mail: DelDOT M&O Bus. Mgmt.
ATTN: Kelly Wilson
PO BOX 778
Dover, DE 19903

Hours: 7:30 am to 3:30 pm
Phone: (302) 760-2085
Fax: (302) 739-7390
Email: dot.srrp@delaware.gov

- Per Delaware Code/Title 17, Chapter 5.521, all contractors providing snow removal services must be licensed and insured. It is your responsibility to verify the contractor's insurance and **sign the certification portion** of the "2026-2027 Reimbursement Request Form". Copies of the license nor insurance do not need to be submitted.
- Be sure to review your request prior to submission, verifying that all information is complete and signatures are in the appropriate locations. Documents will be returned if not submitted properly.
- **All reimbursement requests must be submitted by May 15, 2027**. Claims received after this date will NOT be processed.

Contractor invoices

- Communicating with your snow removal contractor will assist with the understanding of the detailed itemization required and aware of the expected rates.
- Be sure that your contractor has listed:
 - The type of service completed (plowing snow and/or material application)
 - The date of service provided (a storm may last more than one day)
 - The dollar amount by day and service on their invoice.
 - Feeder Roads, if applicable, must be listed separately.
- Roads must be priced separately. Driveways, mailboxes, sidewalks, parking areas, etc. will **NOT** be reimbursed.

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Proof of Payment

- Proof of payment must be provided and may be in the form of:
 - A cancelled check (front and back) or screen print from bank. Mini check print outs are also acceptable.
 - A bank statement if the remit to is listed, otherwise a copy of the written check will be required
 - Credit card receipts are acceptable only if the association name, vendor and authorization number is present.
 - **Please blackout all account information**
- Optional notarized section on the reimbursement form.
 - This is a promise to pay if you have a small association and need the funds to pay the contractor.
 - Additional documentation may be requested if you are a large association or management company.

Per Event Billing – *You pay as each event/storm occurs.*

- Civic Associations that pay per event must follow the instructions provided on the enclosed reimbursement request form.
- Reimbursement Requests must be signed by an association officer **certifying** that a licensed and insured contractor was used for each qualified event/storm.
 - The form must have the daily breakdown of cost for plowing and materials used (salt/sand).
 - Only materials used on the roadway on the day of plowing may be included within your cap.
 - Reimbursement for salt/sand, if used, is only eligible on day of plowing and **will not increase the cap rates** established by DelDOT as the maximum reimbursement for all snow removal services.
- **All reimbursement requests for the 2026-2027 winter season must be received in our office by May 15, 2027. Claims received after this date will NOT be processed.**
- Extra copies of the form may be printed from our website, www.snow.deldot.gov.

Annual contracts – *One fixed rate is paid for the entire snow season regardless of the number of snow events/storms.*

- Submit one reimbursement request form with the contact information and contractor certification completed by December 1, 2026. If you pay pre- and post-season installments, please call for further clarification.
- Submit a copy of the signed fixed-rate contract, which must include state roads priced separately. Driveways, mailboxes, driveways, parking areas, etc. are not to be included in the price to be reimbursed.
- Submit a copy of the canceled check paid to the company engaged to do the season's plowing.
- Once approved, you will receive your reimbursement automatically within 30 days of each qualifying event/storm, without additional documentation required from you.
- Reimbursements will be up to 75% of the calculated cap by storm until 75% of your paid contract is depleted.

Feeder roads

- Only roads determined by DelDOT as feeder roads will be reimbursed at feeder rates when proper documentation is submitted.
- If you have feeder roads as part of your subdivision, they are included in your Civic Association's reimbursement packet and are listed separately on the road list and rate charts.
- A feeder road is a road that serves **more than a single subdivision as a primary entry way**. These roads may **serve two or more different subdivisions or a subdivision and either a school, church, business or other public building**.
- Feeder roads are reimbursed at the lesser of either 100% of the invoiced amount or 200% of the allowable cap.
- In order to be reimbursed for feeder roads, **you must arrange to have your snowplow contractor separately itemize the charges for services for the feeder roads.**
- When completing the reimbursement request form, you must indicate the itemized cost for the feeder road separately in the feeder road section.
- Only predesignated subdivisions with feeder roads leading to schools are eligible for snow events with accumulations within the 2.00" - 3.99" reimbursement category for those feeder roads only. Once the event becomes a snowstorm over 4", reimbursements will be paid based on the appropriate accumulation category for all roads.