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, 2019. You may return it via the self-addressed stamped envelope provided in annual packet, fax, or e-mail.
- Note any changes on the Association Change form.
- The Division of Accounting prints all State of Delaware checks and requires the completion of a DE W-9 any time there is a change in the associations address or banking information. Complete this form online at https://esupplier.erp.delaware.gov. Direct any questions related to the W-9 process to Vendor Maintenance at 302-672-5000, if you need to make update to account information you will need to request a user id from Vendor services.
- 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. There has been a rate increase. 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.  Hours: 7:30 am to 3:30 pm
  - ATTN: Melissa Pryor  Phone: (302) 760-2085
  - PO BOX 778  Fax: (302) 739-7390
  - Dover, DE 19903  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 “2019-2020 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 June 1, 2020. 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.
GUIDELINES

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 may also be required
  - 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 the plowing may be included within your cap.
- Reimbursement for salt/sand, if used, is only eligible on the 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 2019-2020 winter season must be received in our office by June 1, 2020. 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 31, 2019. 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 cancelled 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 snow plow 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 snow storm over 4”, reimbursements will be paid based on the appropriate accumulation category for all roads.