

BILLING SCHEDULE

Meter Reading: 3rd week of each month
Bills mailed: before 1st of each month
Due Date: 15th of each month (unless Saturday, Sunday or Holiday-then due date is following business day)
Penalty: 10% penalty is applied if payment is not received in our office by due date
Delinquent Bills: due on the 28th of each month
Shut-Off: anytime after account becomes delinquent
ALL PAST DUE BALANCES ARE SUBJECT TO SHUT OFF REGARDLESS OF DUE DATE FOR CURRENT CHARGES
****NO EXTENSIONS WILL BE GRANTED****

The Water office will no longer accept postmark dates on an envelope as evidence of a timely payment. Failure to receive a bill does not excuse penalties or charges against a customer's account.

Online Banking: If your bank offers on-line banking, you can add your Water Bill to your PayList. Be sure to include your account number so it will show on the check. Payment must be received by the 15th of the month to avoid penalty; allow time for mail delivery.

DISCONNECTION OF SERVICE - If service is disconnected for non-payment, **THE ACCOUNT BALANCE PLUS TURN ON & OFF FEE** must be paid by cash or money order. **A security deposit may also be required.** By-Laws Section 101.04(F)

Any Unauthorized Use of Service after a disconnect will result in a \$200.00 fee. By-laws Section 101.01.
 If the need for repairs/replacement of meters owned by the City is caused by, without limitation, freezing, hot water, neglect or malicious damage, a charge based on average costs will be made for the repair or replacement of the meter. (By-laws 201.08) As stated in our Water By-laws Section 201.14(C) and 201.10(D), this also applies to radio transmitters and meter pits.





Billing and Service inquiries, please call 419-734-5522.

VISIT THE CITY'S WEBSITE: www.portclinton.com to view bills & pay by credit card or to download forms & reports

HIGH USAGE?

Check ALL toilets and faucets. Leaky toilets and faucets are some of the biggest causes of wasted water resulting in large water bills. All fittings to sinks, hot water tanks, washers, toilets, dishwashers, etc., should be dry. Also, check outside faucets that may have been accidentally turned on. Monitor usage on your monthly water bill.

Did You Know...

	DIAMETER OF STREAM	GALLONS	CCF
That a continuous leak from a hole this size, at 60 psi water pressure over a 3 month period would waste water in the amounts shown.	 1/4	1,181,500	= 1,580
	 3/16	666,000	= 890
	 1/8	296,000	= 395
	 1/16	74,000	= 99

SEWER DEDUCTING METER PROGRAM

To participate, each household will be billed a one-time, non-refundable \$25.00 fee per meter. The meter must be brought to the Water Office on or before March 31st each year to participate in the program and then on or before October 31st of each year to be read in order for the credit to be provided on the December water bill. The sewer deducting meter program will credit only the sewer portion of the bill. It is strongly recommended that meters be stored indoors to prevent freezing.

PAYMENT METHODS

AUTO WITHDRAWAL	ONLINE PAYMENT	NIGHT DEPOSIT BOX	PAY BY PHONE	PAY BY MAIL	PAY IN PERSON
From your checking or savings account: Download the <i>Authorization for Automated Bill Payment</i> form at www.portclinton.com	Credit card payments can be made by visiting www.portclinton.com A nominal fee will be charged	24-hour Drop Box is located at: City Hall 1868 E Perry St: Please include your payment stub.	Call: 888-319-5926 You will need your account# and CID#-found on front of bill	Send check and payment stub to: PCWW 1868 E Perry St. Port Clinton, OH 43452	Cash, personal check, bank check, money orders, or credit card accepted at: City Hall 1868 E Perry St. Port Clinton, Oh 43452

Please Make Any Corrections Below:

All account changes must be submitted in writing

F:\SHARED\WATER and SEWER FORMS\Water Bills-Back Side.doc

Please check one:

- Update Owner's permanent address Update Mailing address only

Phone Number

Signature

Date