

YOUNGSTOWN™ WATER DEPARTMENT

P.O. BOX 6219, YOUNGSTOWN, OHIO 44501 * 330-742-8749

HOURS: 8 A.M. TO 4 P.M. - MONDAY THRU FRIDAY

For more information: www.cityofyoungstownoh.com/water

* A PENALTY IN THE AMOUNT OF 5% OF THE CURRENT WATER COST
WILL BE ADDED TO ALL UNPAID BALANCES

* A PENALTY OF \$1.00 PER MONTH WILL BE ADDED TO ALL UNPAID SANITATION BALANCES

SERVICE INFORMATION

Name	JOHN AND CATHY SMYTHE	
Account Number	987654-001	
Service Address	1234 STREET LANE	
Billing Date	2/25/2015	
Previous Balance Due	02/12/2015	453.58
Current Charges	90.00	
TOTAL AMOUNT DUE	543.58	
Penalty After 3/12/2015	1.17	
Total Amount After 3/12/2015	544.75	

Present Read Date	Prior Read Date	Meter Number	Present Reading	Prior Reading	Consumption	Type of Reading
2/25/2015	1/27/2015	88997766	489	485	4	Estimate

BILLING DETAILS

Transaction Description	\$ Amount
Amount of Last Payment - Thank You	-229.43
Date of Last Payment 1/20/2015	
Previous Balance as of 2/25/2015	453.58
Water Charge	23.49
City Sewer	51.76
Sanitation	14.75
Total Current Charges	90.00
TOTAL AMOUNT DUE	543.58
Penalty After Due Date	1.17
Total Amount After Due Date	544.75

Water Consumption in CCF



*** THIS IS A DISCONNECTION NOTICE ***

OUR RECORDS INDICATE THAT YOUR ACCOUNT IS PAST DUE IN THE AMOUNT OF **453.58**. PLEASE PAY YOUR PAST DUE BALANCE IMMEDIATELY OR SERVICE WILL BE DISCONNECTED. IF SERVICE IS DISCONNECTED, IT MAY TAKE UP TO THREE WORKING DAYS (EXCLUDING WEEKENDS AND HOLIDAYS) TO RESTORE WATER SERVICE. THIS IS PURSUANT TO ORC SECTIONS 3781.25 - 3781.32. IF YOU HAVE ALREADY PAID YOUR BILL, PLEASE DISREGARD THIS NOTICE.

PLEASE RETURN LOWER PORTION WITH PAYMENT

MAKE CHECKS PAYABLE TO: YOUNGSTOWN WATER DEPARTMENT

PLEASE USE ONLY BLACK OR BLUE INK ON CHECKS AND PAYMENT STUBS



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YOUNGSTOWN, OHIO 44501

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ACCOUNT NUMBER
987654-001

SERVICE ADDRESS
1234 STREET LANE

For Billing Address Changes, Check Box and Complete Reverse

DUE DATE 3/12/2015

TOTAL AMOUNT OWED 543.58

AMOUNT ENCLOSED

JOHN AND CATHY SMYTHE
1234 STREET LANE
YOUNGSTOWN, OH 44511

987654 001 00054358 00054475

PAYMENT OPTIONS

1. **In Person:** We are located at 26 S Phelps St, Downtown Youngstown – City Hall Building 1st Floor
2. **By Mail:** Make checks payable to Youngstown Water Department, PO Box 6219, Youngstown OH 44501-6219. Do not send cash.
3. **On-Line** - Three convenient ways
 - a. eServices - Make a one-time payment on your credit or debit card. Go to www.cityofyoungstownoh.com/water and click the link "Manage Your Water Account".
 - b. From Your Bank – Make a one-time payment from your bank's website. Remember to include your account number as it appears on your bill.
 - c. Bank Draft – Never write a check again. Have your bills automatically deducted from your bank account. To sign up go to www.directpaymentplan.com or call (330) 742-8749 to receive a paper application form.

BEFORE MAILING

1. SIGN AND DATE CHECK
2. INCLUDE ACCOUNT NUMBER ON CHECK
3. DO NOT USE STAPLES, TAPE OR GLUE
4. DO NOT SEND CASH



NOTE:

The return address envelope is supplied with a unique bar code addressed to THE YOUNGSTOWN WATER DEPARTMENT. Regardless of any address you may include on the envelope, its destination will always be THE YOUNGSTOWN WATER DEPARTMENT. Please refrain from using this envelope for any other mailing purposes.

FOR YOUR INFORMATION

The first monies of your payment will be applied to the sanitation fee until the sanitation fee is paid in full. After the sanitation fee is paid, the remainder of your payment will be applied, pro-rated to water and sewer charges.

- Water leaks cost you money. All faucet drips and toilet leaks should be repaired promptly.
- A leaky faucet can use up to 2400 gallons yearly. A leaky toilet can use 2000 gallons daily.
- For your own protection please repair all leaks promptly.

EXPLANATION OF TERMS

- Water Cost - amount of water charges for this billing.
- Sewer Cost - amount of sewer charges for this billing.
- Sanitation Cost - amount of sanitation charges for this billing.
- Total Current Charges- a total of this billings water, sewer, and sanitation charges.
- Total Amount Due - a total of current and previous balances.
- Penalty After Due Date - an amount equal to 5% of the current water charge added to the account in the case of a late payment.
- Total Amount After Due Date - a total of current and previous balances plus the penalty charges.

FOR YOUR PROTECTION

OHIO METER TAMPERING LAW

In accordance with the Ohio Revised Code Section 4933, 19(c), The Youngstown Water Department is required to notify customers annually of the Ohio Meter Tampering Law. Although most customers would never tamper with meters or service equipment, the Ohio Legislature enacted a meter tampering law to set penalties for the few whom are dishonest. The Ohio Meter Tampering Law defines tampering as interfering with, damaging, or bypassing a meter or service equipment to reduce the amount of water consumption registered on the meter. Under the law, proof of tampering or reconnecting a water meter is considered sufficient evidence that the customer caused the tampering or reconnected the meter.

Violators of the law may be sentenced to a maximum of five years in jail, and/or fined up to \$2,500.00. In addition, violators must pay for the value of the water used and the cost of repairs or replacement of equipment.

DISPUTING YOUR WATER BILL

You may dispute your bill by submitting a request, in writing, to the Youngstown Water Department, Attn: Collections Supervisor, 26 S Phelps St., Youngstown OH 44503 or via our website at www.cityofyoungstownoh.com/water. You will then be notified of the time and place of the hearing. You have the right to inspect all Youngstown Water Department records prior to the hearing. A hearing may not be requested for the sole purpose of preventing the disconnection of water service.

You may be represented by an attorney and you may present your own evidence if you so choose. Your water service will not be disconnected for the disputed amount while the hearing is pending. However, you must remain current on subsequent billings or you will be subject to collection action up to and including disconnection of service. After the hearing, the final decision of the hearing officer will be rendered and confirmed to you in writing. **The decision of the hearing officer shall be binding on all parties.**

QUESTIONS REGARDING...

Water Bill Information	330-742-8749	Mahoning County Sewer	330-793-5514	Leak at Street	330-742-8760
Emergency/After Hours	330-742-8760	Trumbull County Sewer	330-675-2775	Leak at Home	330-742-8752
Billing Office Fax	330-742-8751	Sanitation	330-742-8802	Meander Water	330-799-6315
Meter Reading	330-742-8752	Collections	330-742-8735	Meter Shop	330-743-5358
Youngstown City Sewer	330-742-8820	Bank Draft	330-742-8210		

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Mailing Address Change ONLY – If you would like to change your mailing address, visit www.cityofyoungstownoh.com/water and click ADDRESS CHANGE, or complete the information below. **This form cannot be used for moving requests or name changes.**

BILLING ADDRESS CHANGE

New Mailing Address		
City		State
		Zip
Phone	Alternate Phone	