



Division of Utilities

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Utilities Director

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General Information – Heath Water / Sewer Billing

1. Water / Sewer Bills are billed 1 month in arrears. We process and mail the bills on the last day of each month. The meters are read on the 20th of each month. Service period for the bill is the 20th of previous month to the 20th of current month.
2. **Payments are due on the 15th of the month** – unless the 15th is on a weekend or holiday, then the payment is due the first business day after the 15th.
3. A 10% late fee is added to all accounts not received in the office by the due date as indicated on the bills.
4. You can pay water / sewer bills by cash, personal check, money order or credit card (Visa-Mastercard-Discover). You can pay your bill by these options:
 - A. Mail in your payment to 1287 Hebron Rd. Heath, OH 43056
 - B. Payment box located between the handicapped parking (**Payment is posted for that date**)
 - C. Phone (IVR) \$1.00 fee at (740) 522-1420 ext: 1. (*Jurisdiction Code: 43056*)
 - D. Online at www.heathohio.gov (free of charge).
 - E. Direct Pay (Auto Payment Deduction)

Direct Pay is a deduction from a checking or savings account. Bills are still mailed on the last working day of the month and the deduction is made from the account on the due date as printed on the bill.

5. If you have any questions regarding your bill or if you do not receive your bill (usually no later than the 4th of each month), please contact the Water Billing Office at (740) 522-1420, ext: 201.
6. The delinquency payment policy is customers receiving a “Late fee and/or DELINQUENT TURN-OFF NOTICE shall be deemed as having services terminated at 12:01am on the termination of service date shown on the delinquency notice.

A service charge shall apply, whether or not service is actually terminated and/or reinstated.

The service charge associated with termination and/or reconnection is \$50.00 during regular daytime working hours and \$100.00 at all other times. It is important for customers to understand that once service has reached this status, **ALL** arrearages including late fees and service charges must be paid to have service restored.

City policy provides for a rolling 12-month history of accounts that have been in a termination status, and after **TWO** instances within that 12-month period, customers will be required to pay **DOUBLE** service call fees.

7. To have your bill sent to your email, or view your bill online go to: **www.heathohio.gov**
8. Water Quality Report visit: **www.heathohio.gov**
9. You are responsible to update your account information and contact us when you move.

Your first month payment will be due: _____