

# **The Utility Department would like to Welcome you to the Village! Please feel free to contact us at (440) 986-2222 Ext. 1 if necessary!**

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## **Mission Statement**

We are committed to providing our customers with cost effective systems and services through teamwork, innovation, and continuous improvement.

## **Security Deposits**

There is a security deposit of \$100.00 required for residential customers and a \$200.00 deposit required for commercial customers. If the water is currently off, there is also a \$50.00 turn on fee. Security deposits are returned by applying the deposit to your water account if you are a homeowner. Renter's security deposits are returned after you move from the village.

## **Payment Options**

**Mail:** You may return payment stub by mail to **103 W Main St. South Amherst, Ohio 44001**

**Town Hall:** You may pay by cash, check or money order at town hall (Monday-Thursday 9am-3pm Friday 9am-1pm)

**Town Hall Drop Box:** You may drop off checks in the drop box located near the north entrance to town hall. It is available 24/7.

**Piggy's Main Street Market:** You may pay by check at Piggy's located at 136 E Main St. South Amherst, Ohio 44001 from 6am-10pm. (DELIQUENT PAYMENTS NOT ACCEPTED AT THIS LOCATION)

**Discount Drug Mart (Amherst or Oberlin):** You may pay by cash or check during their normal business hours. (DELIQUENT PAYMENTS NOT ACCEPTED AT THIS LOCATION)

**Online via Bank Draft:** You may find the link on our webpage at [villageofsouthamherst.com](http://villageofsouthamherst.com) under the water department page. (DELIQUENT PAYMENTS NOT ACCEPTED THROUGH THIS PORTAL)

**Online via Credit Card:** You may find the link on our webpage at [villageofsouthamherst.com](http://villageofsouthamherst.com) under the water department page. You must have an email on file with us to register your account. (DELIQUENT PAYMENTS NOT ACCEPTED THROUGH THIS PORTAL)

**ACH Debit:** Authorization form needs to be filled out and returned in order for your account to be set up for ACH Debit payment. Forms can be found online or at town hall.

## **Contact Information**

Please make sure to contact us if any of your information changes, specifically your phone number! We use this information to update you in case of an emergency or special circumstance!

## **Fee Information**

Please be aware there is a \$40 fee for any returned payments. Also, if the water needs to be reconnected for any reason there is a \$50 turn-on fee.