

Water FAQ's

How can I receive my bill?

There are several ways you can get your monthly bills. You can receive them by paper delivery with the USPS, e-mail, or a registered online account to view and/or print your bill. With the online account you must have a registered email with the water department on file. You also need your Book Number. Book Number are assigned as 1 equals a homeowner, 2 equals a tenant, and 3 is for commercial properties.

How do I pay my bill?

Payment options include online payment portal, Automatic ACH, mail-in payments, or in-person payments at the Village Town Hall, Mail slot in door at Town Hall, Piggy's Mainstreet Market (check only), Drug Mart.

What happens if I don't pay my bill?

If the current month's bill is not received by the 20th of the month a late fee is automatically placed on the account. Bills sent through the post office or by the customers bank, if not received by the 20th will have a late fee assessed to the account. Customers paying through their bank keep in mind it takes 10-15 business to receive the check. If your bill is 60 days past due, you will receive a disconnect letter in the mail with the amount owed and due date. If not paid by the disconnect date your water service will be terminated until balance and fees are paid in full by either cash or check at Town Hall.

How do I get my water turned off or on?

Call the Utility Department to schedule a shut-off or start-up of service. **440.986.2222 ext. 1**

Can I turn my water back on myself if it was shut off?

No, it's illegal to tamper with the meter inside or turn the water back on yourself at the outside curb box if it was shut off for repairs or for non-payment.

How do I sign up for water service?

Customers who purchase property in South Amherst need to come to Town Hall located at 103 W Main St, South Amherst. An application for water service is required and a deposit of \$100.00 for residential and \$200.00 for commercial, and a \$50.00 turn on fee (if water is turned off) filled out and paid before service can start.

How do I know what's in my drinking water?

The utility department provides an annual water quality report, which outlines the testing and analysis of your drinking water. It is found on the Village of South Amherst website, or a hard copy is available at Town Hall upon request.

Can anyone assist me with paying my water bill?

Yes. The following is a list of agencies in Lorain County. The Village of South Amherst cannot contact these agencies for an individual:

Lorain County Comm. Action
506 Broadway Ave.
Lorain OH 44055
(440) 245-2009, (440) 245-3506 (fax)

Oberlin Comm. Services
285 S. Professor St.
Oberlin OH 44074
(440) 774-6579