



FROM THE CITY OF SPRINGFIELD AND THE
CLARK COUNTY UTILITIES DEPARTMENT

Water/Sewer Customer Transfer

Customer Billing Changes

WHAT TO EXPECT?

The same water and sewer service that the County purchases from the City will now be provided to you directly by the City starting on **October 15, 2021**. Instead of receiving a water/sewer bill from the County, you will be billed by the City for your service starting in **December 2021**.

Who to Call

BILLING OR SERVICE QUESTIONS?

After October 15, 2021

Water/Sewer Service questions - **937-525-5800**

Billing questions - **937-324-7365**

The County and City will work together to connect you to the right department during this transition.

Costs

WILL THE COST OF MY SERVICE CHANGE?

Customer bills will stay the same or slightly decrease depending on the type of service you have and how much water you use each month.

Benefits

WHY DID THIS HAPPEN?

Transfer of customers and water and sewer lines from the County to the City connects you to a much larger system and will help lessen future rate increases necessary to maintain and improve service to the area. Connection to a growing system also provides benefits like increased water pressure and fire protection.

Customers Affected

WHAT AREAS ARE INCLUDED IN THE TRANSFER?

County water and sewer customers located in the **Maplewood, Holiday Hills, and Garden Acres** areas are included. If this flyer was mailed to you, your account is part of the transfer. To double-check your account status or if you have additional questions, call Clark County Utilities at 937-521-2150.