



# CLARK COUNTY OHIO

FROM THE CLARK COUNTY UTILITIES DEPARTMENT

## Do you have automatic payments setup?

### Customer Billing Changes

#### ACCOUNT TRANSFER TO THE CITY OF SPRINGFIELD

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.

### Automatic Payments

#### DON'T FORGET TO CHANGE YOUR AUTO PAYMENTS

Online Banking

Credit Card (Paymentus)

Checking (ACH)

### City of Springfield Payment Options

#### UTILITY BILLING

Visit the City of Springfield Utility Billing Website to setup auto payment options at:

<https://springfieldohio.gov/government/finance/utility-billing/>

### 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 notice 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.