

CITY OF CHARDON
 For news and information, visit our website at www.chardon.cc

Delinquent Status

If you are in delinquent status, a notice will be printed on the front of this bill. **DO NOT DISREGARD.** The entire previous balance must be received on or before the date indicated on the notice. Failure to do so will result in disconnection of water and/or sewer service. If service has been disconnected, the previous balance plus a \$25 turn-on fee must be paid prior to reconnecting service. **THIS WILL BE YOUR ONLY NOTICE.**

Not Responsible for Mail Delivery

Failure to receive a bill does not excuse responsibility for payment of full amount due at time of payment.

Moving and New Service Requests

Customers should notify the Billing Department at least two (2) business days prior to the date of service beginning or ending. A forwarding address must be provided for final billings. Unpaid charges are the responsibility of the property owner and serve as a lien on the property until paid.

High Bills

Leaking toilets and faucets are the biggest cause of wasted water resulting in high bills.

1. Listen – a hissing sound signifies a leak while a stuck flapper will give a sound of constantly running water.
2. Add a few drops of food coloring to the toilet tank. Do not flush. If after 15 to 30 minutes the dye shows up in the bowl, the toilet has a leak.
3. Check the water level in the tank. If it is too high, it may waste water by pouring it down the overflow tube.
4. Record your meter reading, stop using water for a set period of time, and then record the meter reading again, such as before going to bed and after waking up. A change in the reading would signify a leak.
5. Check outside spigots for leaks and to ensure they have been turned off.
6. Check for vibration or noise coming from the meter when no water is being used, which would indicate potential leaks after the meter.

Rate Code	Rate Description	Purpose
100	Water Service	Operating costs for Water
200	Sewer Service	Operating costs for Sewer
303 or 304	Water Capital	Capital improvements and debt service costs for Water projects
305 or 306	Sewer Capital	Capital improvements and debt service costs for Sewer projects

City Directory			
Life Threatening Emergencies	911	Public Service	440-286-2655
Police Department	440-286-6123	Water & Sewer Operations	440-286-2657
Fire Department	440-285-4665	Streets & Cemetery	440-286-2656
City Manager & Council	440-286-2600	Planning & Zoning	440-286-2654
Finance	440-286-2470	Park & Recreation	440-286-2630
Water & Sewer Billing	440-286-2949	Municipal Court	440-286-2670
Income Tax	440-286-2696	Law Director	440-286-2669

PAYING YOUR BILL

To register for online payments and/or paperless billing, go to www.chardon.cc and select Online Bill Pay.

Payments may be made at the following locations:

Municipal Center: 111 Water Street, Second Floor

A drop box is located at the exit to Ferris Avenue at the Municipal Center.

Make checks payable to: City of Chardon

FREE AUTOMATIC PAYMENT (ACH)

Customers may opt to have the monthly payment deducted from their checking or savings account on the bill due date. Please contact the Billing Department or go to www.chardon.cc to receive the form to complete.