



CITY OF PERRYSBURG DEPARTMENT OF PUBLIC UTILITIES

To Our City of Perrysburg Customers,

The Department of Public Utilities would like to share an update on the City's continued commitment to providing essential water and utility service during the COVID-19 pandemic. Below are some answers to frequently asked questions our department has been receiving due to the public health emergency.

HOW CAN I PAY MY BILL?

The billing office will remain closed to the public during the COVID-19 public health emergency. However, customers may pay their bill by dropping it off at the after hours dropbox, mailing in your payment, signing up for electronic account withdrawal on our website, or making online payments.

WHAT IF I CAN'T PAY MY BILL?

If you are anticipating financial struggles, please contact the Department of Public Utilities to make payment arrangements. By City Council action, if your bill has not been paid by the due dates of May 15 and June 15, no late fee will be imposed. (Please note: If you see penalty fees on your statements, these are due to previous statements that have not yet been paid.)

The City is sensitive to the issues our community is facing, and is offering this temporary relief to residents who are behind. In addition, no one will lose water service due to inability to pay, for the duration of the public health emergency.

WHAT STEPS ARE THE CITY TAKING TO ENSURE ESSENTIAL EMPLOYEES ARE SAFE?

The City is taking all measures recommended by the Ohio Governor's Office, the Wood County Health Department, and the CDC to ensure employees are practicing safe hygiene, social distancing, wearing proper PPE for those that require it, and staggering the shifts of working crews. We will continue to monitor and adjust as needed.

WHAT IF THERE IS A WATER OR SEWER EMERGENCY?

As in any water or sewer emergency, please contact the Department of Public Utilities at 419 872 8050 during regular hours, Monday through Friday, 7:00 a.m. to 3:30 p.m. For after hour emergencies, please call the non-emergency police number at 419 872 8001

The City will continue to operate with required personnel and will remain committed to providing you with the highest quality of services possible during this Covid-19 pandemic. Please reach out to us with any questions or concerns.

Stay well,

Alice Godsey
Director of Public Utilities
419 872 8050
utilities@ci.perrysburg.oh.us