

PAYMENT INFORMATION:

Payment in full must be received by the close of business on the "Payment Due Date" shown on the bill to avoid additional charges (10% penalty) on all services.

Payments may be made by credit card online at www.villageofarcanum.com or by calling 855-538-0425, in person or the night depository using check, cash, or money order or by mail. Mail payments to: **Arcanum Water & Light P.O. Box 398 Arcanum, OH 45304.**

If you have online banking with your financial institution, you may also make payment arrangements online using your bank's website. Allow at least five to seven (5-7) business days for processing when mailing or requesting an online payment from a financial institution.

Credit and Debit Cards are accepted on www.villageofarcanum.com or by calling 855-538-0425. (Convenience Fee: \$4.95) **Payments made online after 8:00 am on the 16th will be considered late and a 10% penalty will be added.**

Payments may be made in person on weekdays from 8:00 AM to 4:30 PM at the Village Offices located at 104 W. South St. Our office remains open through the lunch hour. We are closed all day on Saturday, Sunday & Holidays. (For your convenience, there is an after-hours depository at this location. it is checked daily at 8:00 AM.) **Payments will be accepted in the night depository until 8:00 am on the 16th. If payments are received after doors are unlocked on the 16th day of the month or the first business day following a weekend/holiday there will be a 10% penalty added to the account.**

The entire account balance must be paid no later than (7) days from the due date. If an unpaid balance remains on the account, termination of electric service(s) will take place on the 23rd (if no electric service the water will be disconnected). Should the 23rd fall on a Weekend or Holiday, electric termination will take place on the 1st business day following the weekend/holiday. Payments will be accepted in the night depository or online until 8:00 am on the 23rd. If payments are received after doors are unlocked on the 23rd day of the month or the first business day following a weekend/holiday a \$50.00 administrative fee will be assessed to the customer. Once disconnected for non-payment, service will not be restored until **all past due balances and fees have been paid. If payment is still not received by the 30th of the month, water will also be disconnected.**

BILLING OR SERVICE INQUIRIES:

Failure to receive a billing statement from the postal service/email does not excuse an account holder from the obligation to pay.

To speak with the Utility Clerk to resolve any billing and service concerns, call **937-692-8500** between 8:00 AM and 4:30 PM, Monday through Friday (office will remain open through the lunch hour). Visit during those same hours, or write us at 104 W. South St., Arcanum, OH 45304.

For service assistance or emergencies between the hours of 7 AM and 4 PM, contact the plant's automated system at 937-692-8101. For **after-hours emergencies**, contact the plant superintendent at **937-459-6025. After hours emergency calls will be assessed a \$100.00 per trip fee.**

RETURNED CHECK:

The fee for returned checks received by the Village Utility Department and the Village Tax Department shall be \$30.00 for checks issued for less than or equal to \$300.00, and 10% of the amount of the check for checks issued for over \$300.00.

If a check received by the Utility Department is returned for insufficient funds, the customer will be served with a notice stating that said check has been returned. Said notice will be served upon the customer by the Village Police Department personally. The customer will have forty-eight (48) hours from the receipt of said notice to present payment, including the fee assessed for the returned check, or they will be disconnected in accordance with the Village Utility Regulations. Checks will no longer be accepted from the customer, they will be returned as non-payment.

EXPLANATION OF BILL LANGUAGE:

Your bill may be for more than one service. Charges are listed by service for your convenience. The "Total Due" is the total account balance

Electric is reported in kilowatt hours and is read on a monthly basis. Electric bill calculation information: Residential KWH Distribution = .0236; Commercial KWH Distribution = .0231; Large Power KWH Distribution = .0230. State of Ohio KWH Tax: First 2,000 = .00465; Next 13,000 = .00419; All over 15,000 = .00363. Meter inspection fee: \$1.00. Inside Electric Customer Charge: \$2.50. Outside Electric Customer Charge: \$4.50. Power Cost Adjustment (Generation Charge): varies monthly.

Water and sewer are reported in cubic feet. (1 cubic foot is equal to 7.48 gallons of water.) Water & sewer readings are gathered on a monthly basis with a minimum inside residential water charge of \$14.39 and \$26.67 for inside residential sewer as per the current rate table. The minimum outside residential water charge is \$30.39 & outside residential sewer is \$56.67, per the same rate table. (Copies of rate table are available at the utility office.) Meter Surcharge fee: \$1.00. Automated Sewer Plant Charges = Sewer Debt Reduction Charge: \$17.00. Operations and Maintenance: \$5.00

Charges for garbage are calculated according to contract with Best Way Disposal, the Village's garbage service provider (800-745-5714).

TAMPERING WITH UTILITY EQUIPMENT CONSTITUTES A THEFT OFFENSE under Ohio Revised Code Section 4933.18, which could result in the imposition of criminal sanctions. This applies to reconnection of water or electric service disconnected by the Village of Arcanum as well as to actions to damage or by-pass a meter, conduit or attachment with the intent to impede the reading or accurate registration of the meter.

(Reference: Ordinances 1995-38, 2007-07, 2008-32, 2011-28, 2014-22, 2015-40, 2015-61, 2016-42, 2016-43, 2017-24, 2017-25, 2017-68)