



Toledo Public Utilities Improves Customer Billing in 2020

Toledo Public Utilities is improving the way it bills customers by eliminating minimum water charges, and by billing all customers on a monthly basis starting January 1, 2020.

Eliminating Minimum Water Charges

- Minimum water charges end December 31, 2019.
- In 2020 customers will pay a modest fixed fee per month and only for water that passes through the meter—No more minimum water charges.
- Charging a modest fixed fee and for water used provides customers more control over their costs through conservation.

Monthly Billing

Monthly billing is recognized by the American Water Works Association as a best management practice to help maintain water affordability. Toledo Public Utilities is implementing monthly billing as part of its affordability plan.

Frequently Asked Questions...

What are the benefits of monthly billing?

- Monthly payments make household budgeting easier.
- Smaller bills each month rather than a larger bill each quarter can help keep payments on track and reduce late fees.
- More manageable bills can help reduce water shut-offs.
- Billing by the month provides access to utility payment assistance for low-income customers.

What do I need to know?

- Customers should pay their quarterly bills as usual through 2019.
- Watch for bill messages on utility bills starting October 1 and a monthly billing brochure in mailed statements, at the Customer Walk-In Center at 420 Madison Avenue, at Toledo-Lucas County Public Library branches and select community events.
- Those who receive VOLUNTARY monthly statements in November and/or December may choose to begin paying by the month early. (Customers who do not make the voluntary payments will pay remaining 2019 balances in addition to their January payment when monthly billing starts.)
- In January, all customers will be billed with payments due on a monthly basis.

How often will my meter be read?

Customers should anticipate two monthly estimates and then an actual read to “true up” the account every three months. As always, customers may call in their meter reading to be billed for actual usage. Those who choose to do so should call in the actual meter read as soon as possible after receiving estimated statements.

How will monthly billing affect the senior discount program?

Low Income/Senior/Disabled Homeowner Utility Discounts remain in effect.

Will monthly billing affect fixed prices such as refuse, water minimum, and sewer fixed?

When monthly billing begins for all customers in January of 2020, all utility and refuse expenses will be paid in 12 smaller payments, rather than 4 larger payments. The major change is that there will be a modest fixed fee for water and volume charges based on usage only—no more minimum water charges.

Will costs go up because of monthly billing?

No. However, costs for utility services will gradually increase over time. Customers *will* have greater control of their costs because charges will be tied directly to water usage.

What did I hear about monthly billing yet in 2019?

In the remaining months of 2019, VOLUNTARY monthly statements will be sent to customers who received their last regular quarterly statements in October and November. These will be based on minimum charges plus any additional volume charges plus fixed fees divided by three. The voluntary payments are not required, but paying them will reduce the next bills.

Note: If voluntary payments are not made, customers will pay remaining 2019 balances in addition to their January payment when monthly billing begins.

Will installment plans be affected?

Current installment plans for customers will continue as usual, with new charges billed on a monthly basis. At this time, installment plans will not be included on monthly billing statements.

More questions?

Email dpucustomerservice@toledo.oh.gov or call 419-245-1800.

“Go Green” with Paperless Billing

- Choose paperless billing to receive a \$1 credit for each utility statement that is not printed and mailed.
- Paperless billing customers are notified by email that utility bills are ready for viewing online-- Amounts due and due dates are also prominently displayed.
- Consumers who “Go Green” with paperless billing are contributing to a more sustainable environment.
- Participants must be utility account holders.
- Sign up for paperless billing as an option from the Online Billing portal available from the Public Utilities Customer Service link at www.toledo.oh.gov.

Ways to Pay Utility Bills – You Decide

FREE: Make individual utility payments through your bank or credit union.

FREE: Drop payment into the Utilities Dropbox in front of 420 Madison Avenue.

FREE: Pay in person at the Toledo Public Utilities Walk-In Center at 420 Madison Avenue on regular business days.

FREE: Set up automatic payment plans through Online Billing or at www.directpaymentplan.com. *(Easier to budget with Monthly Billing)*

With a \$.55 stamp: Mail check or money order via U.S. Postal Service like the majority of customers.

\$3.95 transaction fee per \$400: Use a credit card to pay online or in person. Paymentus adds a transaction fee for providing this service. Then pay your credit card bill by check or account deduction. *(More costly way to pay, but good to know in a pinch)*