

CUSTOMER SERVICE TRANSFER LIST

Service	Department	Extension
A		
Animal Trapped	Fire Department	911*
Animals (Too many)	Comm Dev/Code Enf	440-392-5931
Arcing Electrical Equipment	Fire Department	911*
B		
Bacteria testing for new mains & after main breaks	Water Division	440-392-9565
Baseball field rental	Recreation/Public Lands	440-392-5911
Bidding for contracts	Finance Department	440-392-5777
Billing for other items (not utilities)	Finance Department	440-392-5774
Biological Hazard	Fire Department	911*
Block Parties	Recreation/Public Lands	440-392-5912
Bomb	Fire Department	911*
Brush clean up	Public Service	440-392-9676
Budget	Finance Department	440-392-5770
Building & land inventory for lease or rent	Economic Development	440-392-5795
Burials/Cemeteries	Recreation/Public Lands	440-392-5912
Business Directory	Economic Development	440-392-5795
Business loan & grant programs	Economic Development	440-392-5795
Business retention, expansion & attraction	Economic Development	440-392-5795
C		
Capital improvement projects	Inspection/Engineering	440-392-5935
Carbon Monoxide	Fire Department	911*
Catch basin rebuilds	Public Service	440-392-9676
Cemetery Plots - Purchase or concerns	Recreation/Public Lands	440-392-5911
Checks - Cut Non-Payroll Checks	Finance Department	440-392-5772
Citizens' Fire Academy	Fire Department	440-392-5852
City Planner - representative to Planning		
Commission & Board of Zoning Appeals	Community Development	440-392-5931
Collapsed building or trench	Fire Department	911*
Collect revenues	Finance Department	440-392-5770
Companies interested in moving to Painesville	Economic Development	440-392-5795
Customer calls after hours	Water Division	440-392-9565
Customer complaints regarding electric services	Electric Distribution	440-392-6185
D		
Demographic information	Economic Development	440-392-5795
E		
Electrical wiring/equipment problems	Electric Department	911*
Elevator entrapment	Fire Department	911*
Emergency medical services	Fire Department	911*
EMS billing issues	Fire Department	440-392-5852
Energize/de-energize services	Electric Distribution	440-392-6185
Entrapment	Fire Department	911*
F		
Fire	Fire Department	911*
Fire Department tours	Fire Department	440-392-5852
Fire hydrant issues	Fire Department	440-392-5852
Fire inspections	Fire Department	440-392-5850
Flooding	Engineering	440-392-5935
Flooding	Fire Department	911*
G		
Gazebo rental	Recreation/Public Lands	440-392-5912
Grass mowing	Public Service	440-392-9676
Grass mowing at water pump stations	Water Division	440-392-2975

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Grass mowing - public lands	Recreation/Public Lands	440-392-5912
H		
Handle odor complaints from WPCP & stations	Water Pollution Control	440-392-6316
Handles requests for rezoning & conditional uses	Community Development	440-392-5931
Hydrant issues	Fire Department	440-392-5852
Hydrant repair	Water Division	440-392-2975
I		
Income tax for residents	Finance Department	440-392-5770
Inspect for code violations, rental inspection & property management	Building/Code Enforcement	440-392-5931
Inspections for new water mains & services	Water Division	440-392-2975
Invalid assist	Fire Department	911*
Investigates fires	Fire Department	911*
K		
Knox Box	Fire Department	440-392-5850
L		
Land lease or rent	Economic Development	440-392-5795
Lock out (House)	Fire Department	911*
Lock in	Fire Department	911*
Lost Person	Fire Department	911*
M		
Maintain & restore power	Electric Division	440-392-6185
Manhole repairs	Public Service	440-392-9676
Missing Person	Fire Department	911*
Morse Ave Community Center - Use and rental	Recreation/Public Lands	440-392-5912
Motor Vehicle accident	Fire/Police Department	911*
N		
New accounts - Utilities	Utilities Department	440-392-5847
New construction applications - water & electric	Utilities Department	440-392-5847
O		
Operate & maintain water pumping stations	Water Division	440-392-2975
Operate & service sewage pumping stations	Water Pollution Control	440-392-6316
Open burning	Fire Department	911*
Overheated motors	Fire Department	911*
Overheating electrical equipment	Fire Department	911*
P		
Park maintenance	Recreation/Public Lands	440-392-5912
Parking Garage and lot maintenance	Public Service	440-392-9676
Parking meter collection & repair	Public Service	440-392-9676
Pavilion rental	Recreation/Public Lands	440-392-5912
Payment plans for utility bills	Utilities Department	440-392-5791
Permits - residential, commercial and industrial construction, demolitions and additions	Building Department	440-392-5935
Permits for road excavations	Inspection/Engineering	440-392-5935
Plan review & capital improvement scheduling & record keeping	Engineering	440-392-5935
Planning & development review in city	Building Department	440-392-5931
Planning, organizing & directing street design, construction & storm sewer design	Engineering	440-392-5935
Playgrounds	Recreation/Public Lands	440-392-5912
Police - Emergency Dispatch	Police Department	911*
Police - Non-Emergency Dispatch	Police Department	440-354.3535
Police - Offices/Administration/Detectives	Police Department	440-392-5840

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Pool fill permits	Utilities Department	440-392-5797
Pool installation permits	Building Department	440-392-5931
Pothole repair	Public Service	440-392-9676
Plow snow	Public Service	440-392-9676
Power lines down	Fire Department	911*
Power outage	Electric Distribution	440-392-6185
Property maintenance issues	Code Enforcement	440-392-5931
Public assemblies	Recreation/Public Lands	440-392-5912
Public safety education	Fire Department	440-392-5852

R

Recreation programming	Recreation/Public Lands	440-392-5912
Registration for contractors working in city	Building Department	440-392-5931
Renaissance Business Park	Economic Development	440-392-5795
Rental registration	Building Department	440-392-5931
Replace valve, curbstop & meter vault lids	Water Division	440-392-2975

S

Salt streets	Public Service	440-392-9676
Sanitary & storm sewer design	Engineering	440-392-5935
Sanitary sewer maintenance	Public Service	440-392-9676
Septage receiving station for licensed haulers	Water Pollution Control	440-392-6316
Set new poles	Electric Distribution	440-392-6185
Sewer emergency call-outs	Public Service	440-392-9676
Sewer televising	Public Service	440-392-9676
Sidewalk inspections	Engineering	440-392-5935
Street striping	Public Service	440-392-9676
Sign construction & installation	Public Service	440-392-9676
Smoke detectors giveaway	Fire Department	440-392-5852
Smoke or smell of smoke	Fire Department	911*
Special Events	Economic Development	440-392-5795
Special Events	Recreation/Public Lands	440-392-5912
Storm sewer maintenance	Public Service	440-392-9676
Stump grinding removals	Public Service	440-392-9676
Summer street repair	Public Service	440-392-9676
Supply water to residents in Painesville, Grand River, Painesville Twp and Concord Twp	Water Division	440-392-9565
Supply backup power to pump stations during outages	Water Pollution Control	440-392-6316

T

Take trouble calls after hours	Public Service	440-392-9676
Taste & odor complaints	Water Division	440-392-9565
Tax incentive & tax credits	Economic Development	440-392-5795
Trapped animal	Fire Department	911*
Treat sanitary & industrial sewage	Water Pollution Control	440-392-6316
Tree planting	Public Service	440-392-9676
Trim/remove trees	Electric Distribution	440-392-6185
Turn on/Turn off utility service	Utilities Department	440-392-5847

U

Unauthorized burning	Fire Department	911*
Unidirectional flushing program	Water Division	440-392-2975
Utilities billing	Utilities Department	440-392-5847

V

Vehicle maintenance	Public Service	440-392-9676
Vehicle /pole accidents	Electric Division	440-392-6185
Vinyl siding & garage sale permits	Building Department	440-392-5931

W

Water main installation	Water Division	440-392-2975
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**CUSTOMER SERVICE
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Water main repair	Water Division	440-392-2975
Water meter installation, repair & replacement	Water Division	440-392-2975
Water service installation	Water Division	440-392-2975
Water service line repairs (city side)	Water Division	440-392-2975
Water problem (emergency/flooding)	Fire Department	911*
Water rescue	Fire Department	911*
Weather related emergencies	Fire Department	911*

AFTER HOUR NUMBERS FOR EACH DEPARTMENT

Department	Contact	Phone
Water Division	Water Plant	440-392-9565
Fire Department	Emergency Response	911*
Police Department	Emergency Response	911*
Municipal Court	Mr Nicolas Cindric	440-749-2453