



PLEASE NOTE: THIS NOTICE ONLY APPLIES TO PERSONS THAT ARE CURRENTLY BEHIND ON THEIR UTILITY BILLS. PLEASE DISREGARD IF YOU ARE PAID UP TO DATE. WE APOLOGIZE FOR ANY CONFUSION AND INCONVENIENCE YOU MAY HAVE EXPERIENCED. THANK YOU!

****Notice of Pending Shut-Off****

We wish to call your attention to the PAST-DUE status of your utility bill. Throughout the Covid-19 pandemic, the City of Painesville suspended disconnection of utility services due to non-payment to align with best practices around the State of Ohio. **As of March 1, 2021 we are resuming the termination of services for non-payment.**

- If you will need financial assistance to pay your utility bill, you can call **2-1-1** to be connected to a list of Lake County assistance agencies. There are multiple funding sources dedicated to helping those who need utility help in the winter months and during the Covid-19 pandemic.
- If you are not eligible for funding assistance and/or unable to pay the past due balance on your bill in-full, you will need to contact the Utilities Billing Office as soon as possible to make a suitable payment arrangement/plan to bring your account current. We are willing to work with you if a realistic plan is in place. Our business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday at **440-392-5797**.

The City of Painesville Codified Ordinances at 9.25.02 states “The City may refuse to furnish, or discontinue furnishing utility services to any consumer indebted to the City in any manner whatsoever, and where any consumer moves from one place to another, no service shall be connected until all obligations for former services are paid.”

If you cannot meet an established payment plan or do not pay your PAST-DUE status in full, your utilities will be shut off beginning March 1. We highly suggest you make arrangements with our office to resolve your PAST-DUE status. For questions and concerns, please reach out to us at 440-392-5797. Thank you.