



Department of Public Utilities
Establishing Residential Utility Services

New to our service area
or buying a new home?



Welcome!

If you are purchasing a property within our service area, it is important to know that the Department of Public Utilities contracts for service with the deed-holder of record through the Lucas County Auditor's office. In an effort to make the transition a smooth process we have designed this checklist with the new property owner in mind.

✓ **Property Owner Checklist**

Before the Closing

- Contact Customer Service to verify if there are unpaid charges or a lien against the property.

After the Closing

- Contact Customer Service to apply for service. Even if the property is vacant and water service is not immediately needed, the Toledo Municipal Code states that the Department of Public Utilities (DPU) must create an account in the deed holder's name and bill for storm water charges at the property.
- The application for service process takes approximately five (5) minutes. A Customer Service Representative (CSR) will verify proof of ownership by referring to the Lucas County Auditor's website and AREIS, and ask for contact information such as phone numbers and an email address to be added to the account.

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Contracting for Services

- Upon contacting Customer Service, the Customer Service Representative will create an account in the account-holder's name and place a turn-on order for service if desired.
- If the account-holder requests service to be turned-on, the CSR will schedule the turn-on for a date that is the earliest opportunity for the department and account-holder, at least 24 business hours later. An adult will need to be present for the turn-on order, or alternate access provided.
- Once the account is established and request for service scheduled, the CSR will mail a contract for service application to the account-holder. The Department of Public Utilities requires that the account-holder review, sign and mail back the contract, along with a copy of photo identification within fourteen (14) business days of receipt.

Your Service Appointment

- The Department of Public Utilities Field Service personnel will be clearly identifiable by way of driving a blue vehicle with a City of Toledo logo on the side, and a uniform with name identification.
- The technician will need inside access to the meter to turn-on the service and read the meter. There is a possibility that an exchange of the meter and installation of a radio transmitter will also occur at that same time. This will ensure that actual meter readings will occur. The technician will record the meter reading on a work order and ask the adult present to sign the work order acknowledging the meter reading.
- The technician is the field service expert and can answer any questions about the meter during the visit. Any questions about the billing should be directed to Customer Service.

After Your Appointment

- The Field Services Technician will bring the work order into the office and a Billing Representative will enter the actual meter reading from the appointment into the billing software. This meter read will be established as the "turn-on read."
- Your meter will be read on a quarterly basis (every three months) and an invoice will be mailed to the mailing address provided when the account was established.
- It is important to always read the invoice and understand the following information: service time periods, prior and current meter reads, consumption, including possible irregularities (high

or zero consumption), whether the reading is an actual (A) or estimated read (E).

Please contact Customer Service by phone, email or in person with any questions about your invoice.

Customer Convenience

Online Billing & QuickPay

The Department of Public Utilities is pleased to offer its customers the ability to view invoices, total amounts paid on an annual basis, make changes to account information and sign up for direct withdrawal and paperless billing. To register an account, please visit our website at www.toledo.oh.gov/onlinewaterbill.

QuickPay is for everyone and offers a quick view of account balances, payments received and the ability to make “one-time” payments on any account. To learn more about QuickPay, please visit www.toledo.oh.gov/waterquickpay.

Customer Service Representatives may also assist customers who wish to sign up for Online Billing.

Time to Move...How to Close Your Account

DPU continues to bill for active water services until an account-holder orders the service to be turned off by contacting Customer Service. DPU will continue to bill for storm water service, even if water service is not active, until the property transfers to another owner as verified through the Lucas County Auditor’s office.

When placing an owner-ordered turn-off of service, the Customer Service Representative will ask for an updated mailing address and schedule a final meter reading, which will produce a final bill. If DPU cannot gain access to read the meter, a final estimated bill will be issued.

DPU Customer Bill of Rights & Responsibilities

The Department of Public Utilities wants its customers to be informed of their Rights & Responsibilities. To view the complete list of DPU’s Customer Bill of Rights & Responsibilities, please visit our website at <http://toledo.oh.gov/departments/public-utilities/customer-service/customer-rights-responsibilities/>.

DPU Rules & Regulations

The DPU Rules & Regulations provide additional guidance to the public to better understand how DPU fulfills its responsibilities under the Toledo Municipal Code. To learn more please visit www.toledo.oh.gov/dpurules.

How to Reach Us...

By Telephone:

419-245-1800

Via Email:

Dpucustomerservice@toledo.oh.gov

In Person:

Walk-In Center

420 Madison Avenue

Toledo, Ohio 43604