



CITY OF XENIA OHIO  
Accounts Receivable Division  
New Resident Packet



Visit our website --- [eXploreXenia.com](http://eXploreXenia.com)

**Contents:**

- **Utility Service Overview** **937-376-7242**
- **Income Tax Overview** **937-376-7248**
- **Estimated Monthly Water/Sewer Residential Bills**
- **January 2016 Water/Sewer/Stormwater Rates**
- **Average Water Usage**
- **Rumpke Services Overview**
- **Sample Residential Water Bill**
- **Sample Delinquency Notice**
- **Frequently Asked Questions – Delinquency**
- **Frequently Requested Numbers**



City of Xenia Utility Billing Division  
101 North Detroit Street  
Xenia, OH 45385-2996

Phone: (937) 376-7242 Fax: (937) 376-8914 Email: [utb@ci.xenia.oh.us](mailto:utb@ci.xenia.oh.us) Secure Email available on website

## **WATER/SEWER/SANITATION/STORM WATER BILLING OVERVIEW\*** **Effective 12/04/2015**

### **New Residential Service (includes small businesses filing under a Social Security Number)**

The property owner is required to submit either the completed "Application for Residential Utility Service in the Property Owner's Name" form or the completed "Application for Residential Utility Service in a Tenant's Name" form to obtain new residential service. The required forms are available on our website.

### **New Business Service (for businesses filing under a Federal ID number)**

The required forms to set-up new business service are available on our website.

### **Deposits**

No deposit is required but there is a \$50.00 new account initiation fee (AKA Sign-in fee) applied to all new accounts. The \$50 charge will appear on your first utility bill. Per City Ordinances, the property owner is ultimately responsible for any and all charges billed for water, sewer, sanitation and storm water services and utilities related fees and penalty at his/her property, whether the account setup with the City of Xenia carries the name of the owner or the tenant. Unpaid bills are subject to collection via a service disconnection and/or action by the City of Xenia Law Department and/or property assessment.

### **Billing Process for Water, Sewer and Stormwater**

Water meters are read on a monthly basis over a 2 or 3 day period in the middle of the month. Water and sewer charges are based on the water meter reading. Storm water charges are a fixed amount each month.

For new customers, the first monthly billing may be based on the minimum charge until a reading has been obtained. **The \$50 Sign-in fee will also appear on your first bill.**

### **Billing Process for Sanitation**

Sanitation services are provided by Rumpke for residential customers inside the City of Xenia and will appear on every monthly bill. Please call our office at 376-7242 with any questions on your sanitation service. Since sanitation is billed in advance, your first bill may reflect multiple months of sanitation charges.

If your property is non-residential or outside the City of Xenia, you will need to contact a trash hauler directly for trash pickup.

***If you have any questions about your water, sewer, storm water or sanitation bills, please visit our website at [www.explorexenia.com](http://www.explorexenia.com) or email us at [utb@ci.xenia.oh.us](mailto:utb@ci.xenia.oh.us) or call us at 937-376-7242.***

*(Continued on the next page)*

*\*This is an overview only and does not supersede or replace the Utility Billing Department Rules and Regulations.*

## Late Payment

There is a penalty for late payment. Residential utility bills are mailed out on approximately the 16<sup>th</sup> of each month and are due on the 4<sup>th</sup> of the following month. *REMINDER: Monthly bills are normally mailed around the 16<sup>th</sup> of each month with a due date of the 4<sup>th</sup> of the following month. Failure to receive a bill does not waive obligation to pay same when due.* **Any payment received in our offices after the due date is subject to the 5% penalty (there is no “grace” period).**

## Service Shutoff

Residential utility bills are mailed out on approximately the 16<sup>th</sup> of each month and are due on the 4<sup>th</sup> of the following month. When a balance is more than 30 days past due, a shutoff notice will be sent. The notice will indicate a date on which the water service will be disconnected if the balance is not paid in full. Payment must be received in our offices by 5:00 PM on the day specified on the shutoff notice to avoid disconnection. If your account appears on the disconnect list, there is a \$25.00 disconnection processing fee and reconnection is not guaranteed on the day of payment. Service workers will not knock on your door prior to disconnecting your service and they are not permitted to accept utility payments. If your service is disconnected and **payment is received in our offices by 3 PM on the day of disconnection**, we will attempt to reconnect the service the same day but reconnection of services on the same day of payment is not guaranteed. **If payment is received in our offices after 3 PM on the day of disconnection**, service reconnection will not be attempted until the following business day. A responsible party must be present for service to be reconnected unless a signed “Water Reconnection Waiver” has been received in the Utility Billing Office. Waiver forms are available in our offices and on our website. *Please review the “Important Utility Payment Processing Deadlines” posted on our website and at our offices to ensure that your payment is received in time to avoid disconnection or to have your service reconnected.*

## Paying your bill (other than via mail)

- **Pay via our website ([www.explorexenia.com](http://www.explorexenia.com)) using a credit card.** Please allow 3 working days for your payment to be posted.
- **Pay via phone using a credit card or e-check.** Call Payment Services Network at 1-877-885-7968 and please allow 3 working days for your payment to be posted.
- **Pay via direct withdrawal from your account.** Complete the form available at our website or at the Utility Billing Division to have your balance automatically withdrawn on the due date each month.
- **A 24 hour depository** is located in the E. Market Street lobby of the Municipal Building located at 101 North Detroit Street. Checks (no starter checks) or money orders are accepted in the drop box. **DO NOT PLACE CASH IN THE DROP BOX.**
- **Pay via on-line banking** – You may pay your bill using your current on-line banking service if you take the following in to consideration:
  - 1) We may not receive your payment electronically which means that your bank will print a check and mail it to us which may take as long as 7 days. Please schedule your payments accordingly.
  - 2) You must use the correct Xenia Utility account number to receive proper credit on your account. Your Xenia Utility account number will be in the following format:  
**X##-#####-##** where **X** is one of the following letters: **A,B,C,D,E,F,G,M** and **#** are the numbers in your account number. For example, **A01-10100-01** is a valid Xenia account number. All Xenia accounts are in this format.

- **Pay at one of our collection agents:**

Groceryland	1308 N. Detroit Street	Mon-Sun, 7AM to 10 PM
IHS Pharmacy	100 N. Detroit Street	Mon-Fri, 9AM to 6 PM and Sat, 9 AM to 2 PM

*Note: **Allow 5 working days for your payment made at a collection agent to post to your utility account.** If you have received a shutoff notice, we do not recommend that you pay at a collection agent since your payment may not be received in time to avoid disconnection.*

- **Pay in person** at our office on the 1<sup>st</sup> floor of the Municipal Building located at 101 North Detroit Street during the hours of 9 AM to 5 PM, Mon-Fri (excluding city recognized holidays).

# City of Xenia Income Tax Division

101 North Detroit Street  
PO Box 490  
Xenia, OH 45385-0490  
[www.xeniacity.com](http://www.xeniacity.com)

Voice (937) 376-7248

Fax (937) 376-8914

Secure EMAIL available on our webpage

## MUNICIPAL INCOME TAX OVERVIEW\*

*\*This is a basic overview and does not replace or supersede the Xenia City Income Tax Rules and Regulations which are available at our website – [www.xeniacity.com](http://www.xeniacity.com)*

### **THE CITY OF XENIA HAS MANDATORY FILING EVEN IF NO TAX IS DUE**

#### **THE INCOME TAX RATE IS 2.25%**

#### **1.5% CREDIT IS GIVEN FOR WITHHOLDING PAID TO OTHER CITIES**

**If a return is prepared by a tax preparer, the taxpayer is responsible for either mailing the return or verifying that the tax preparer has mailed the return.**

### **WHO MUST FILE:**

- ✓ All Xenia residents and partial year residents ages 18 and over.
- ✓ Xenia residents aged 16 and 17 years of age only if their tax is not completely withheld for Xenia at the rate of 2.25%.
- ✓ Retired residents age 65 and over if they have rental, business income or earned income.
- ✓ Every business entity that conducts business within or for the City of Xenia. This includes ownership of rental property within the City of Xenia.

### **WHEN TO FILE:**

The due date of taxpayers who end their taxable year on December 31 is April 15 (or the deadline for Federal returns) of the following year. Late filing of a return, whether tax is due or not, subjects the taxpayer to penalty and/or interest. Forms to request an extension to file a Xenia City return are available at our website or in our office. An extension to file must be received before the due date for the return. The City of Xenia **does not** receive any copies of Federal extensions, so an extension must be filed with our office. This is an extension to file, not an extension to pay.

### **ESTIMATED TAX PAYMENTS**

If a taxpayer has income that will be subject to Xenia income tax, but the tax is not being withheld for the taxpayer by an employer, the taxpayer is responsible for making estimated payments on the tax liability. To avoid penalty and interest, the taxpayer must pay either 90% of the income tax liability (as shown on the final return) or 100% of the previous year's tax by December 15 of the tax year. The tax office will be glad to assist taxpayers in calculating what estimated payments should be made to avoid penalty and interest. **If you work outside the City of Xenia, in most cases, you must make estimated payments to avoid penalty and interest.**

### **TAX PREPARATION**

The tax office is available to prepare in-person city income tax returns at no charge during the hours of 9 AM and 5 PM, Monday through Friday (holidays excluded). To prepare a city income tax return, the taxpayer must provide all W-2s, 1099s, and their Federal Income Tax Return with all attachments. If taxes have been paid to other cities, W2-s or other documentation showing the cities receiving the withholding payments must be provided to receive credit.

**City of Xenia**  
 Utility Billing Division  
**IMPORTANT NOTICE**  
 PLEASE READ BOTH SIDES OF THIS NOTICE  
 Water, Sewer, and Storm Water Rates  
 Effective January 1, 2016

**\*\*\*Your monthly bill will continue to be based on the actual consumption on your water meter(s)\*\*\***

For residential customers, Greene County has provided the following estimated monthly usages:

- 1 person = 400 cubic feet usage/month
- 2 people = 700 cubic feet usage/month
- 3 people = 1000 cubic feet usage/month
- 4 people = 1300 cubic feet usage/month
- 5 people = 1700 cubic feet usage/month
- 6 people = 2000 cubic feet usage/month

If your household uses these estimated monthly usages, your monthly bill will be impacted as follows\*:

**ESTIMATED ONLY -- Inside the City of Xenia**  
**water, sewer and 1 unit of storm water (DOES NOT INCLUDE SANITATION CHARGES)**

	Dist** A, B, C, D Min Chg is \$17.60	Dist** E Min Chg is \$18.72	Dist** F Min Chg is \$18.24	Dist** G Min Chg is \$17.98
1 person	\$32.70	\$34.94	\$33.98	\$33.46
2 people	\$55.35	\$59.27	\$57.59	\$56.68
3 people	\$78.00	\$83.60	\$81.20	\$79.90
4 people	\$100.65	\$107.93	\$104.81	\$103.12
5 people	\$130.85	\$140.37	\$136.29	\$134.08
6 people	\$153.50	\$164.70	\$159.90	\$157.30

**ESTIMATED ONLY -- Outside the City of Xenia**  
**water and sewer**

	Dist** A, B, C, D Min Chg is \$17.81	Dist** E Min Chg is \$18.93	Dist** F Min Chg is \$18.45	Dist** G Min Chg is \$18.19
1 person	\$35.62	\$37.86	\$36.90	\$36.38
2 people	\$62.34	\$66.26	\$64.58	\$63.67
3 people	\$89.05	\$94.65	\$92.25	\$90.95
4 people	\$115.77	\$123.05	\$119.93	\$118.24
5 people	\$151.39	\$160.91	\$156.83	\$154.62
6 people	\$178.10	\$189.30	\$184.50	\$181.90

*\*Your actual bill will be based on your consumption which may be higher or lower than the amounts used in these examples. THESE ARE ESTIMATES ONLY BASED ON AVERAGE USAGE PROVIDED BY GREENE COUNTY. Minimum bills are based on 200 cubic feet of usage per month and meter size (estimates assume 5/8 residential meter).*

\*\*The district is the first letter of your account number, e.g., A01-10000-02 is an account in District A; E03-57865-04 is an account in District E.

**City of Xenia**  
Utility Billing Division  
**IMPORTANT NOTICE**  
**PLEASE READ BOTH SIDES OF THIS NOTICE**  
**Water, Sewer, and Storm Water Rates**  
**Effective January 1, 2016**

*The City of Xenia will be instituting rate adjustments for utility services effective January 1, 2016. Your water and sewer rate will see increases to help defray the cost to rehabilitate and/or replace aging infrastructure. Storm water fees are not being increased at this time. For more specific information on rates and fees and to see how Xenia utility rates compare with other Miami Valley communities, please visit [www.xeniacity.com](http://www.xeniacity.com).*

**Water Rates**

- Customers inside the City of Xenia -- \$2.71/100 cubic feet (*previously \$2.61*)
- Customers outside the City of Xenia -- \$4.065/100 cubic feet (*previously \$3.915*)

*Minimum charges are based on usage of 200 cubic feet per month (and the size of the water meter.)*

**Sewer Rates**

- Customers in Districts A, B, C, D and M -- \$4.84/100 cubic feet (*previously \$4.70*)
- Customers in District E -- \$5.40/100 cubic feet (*previously \$5.26*)
- Customers in District F -- \$5.16/100 cubic feet (*previously \$5.02*)
- Customers in District G -- \$5.03/100 cubic feet (*previously \$4.89*)

*Minimum charges are based on usage of 200 cubic feet per month (and the size of the water meter.)*

**Storm water Rates**

- Residential\*\* -- \$2.50 per month (*no change*)
- Commercial/Institutional/Governmental -- \$7.50 per month (*no change*)
- Industrial -- \$12.50 per month (*no change*)

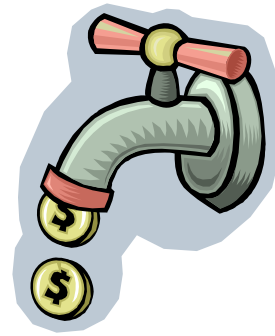
*\*\*2 units on one water meter – the residential rate will apply. More than 2 units on one water meter – the commercial rate will apply.*

## City of Xenia

Utility Billing Division  
101 North Detroit Street  
Xenia, OH 45385-2996  
376-7242

[utb@ci.xenia.oh.us](mailto:utb@ci.xenia.oh.us)

[www.explorexenia.com](http://www.explorexenia.com)



### Average household water usage:

- Average quarterly water usage for an adult is 1100 to 1400 cubic feet.
  - Average quarterly water usage for a child (0-15 years) is 500 to 800 cubic feet.
- Therefore:*
- *A two person adult household will use an average 2200 to 2800 cubic feet per quarter.*
  - *A family of four (2 adults, two children under 15) will use an average 3200 to 4400 cubic feet per quarter.*

### On average water usage will be:

- 1 to 2 cubic feet per minute for a shower.
- 5 cubic feet to fill a bathtub.
- 1 cubic foot to shave
- 2 cubic feet for a dishwasher full cycle.
- 4 to 8 cubic feet per load of laundry
- 80 cubic feet per hour for a ½ inch garden hose.

### Sprinkler water usage will average:

8/10 of a cubic foot per minute; 4 cubic feet in 5 minutes; 48 cubic feet per hour.

### A leaking toilet can use:

Flow line size	Cubic feet per hour	Cubic feet per day
¼	5.2	124.8
½	14.8	355.2
¾	20.8	499.2

**A pinhole leak in a bathroom faucet can add up to 23 cubic feet of water loss in 24 hours and 2100 cubic feet in a quarter.**

**A fast drip can add up to 130 cubic feet of water loss in 24 hours.**

*Note: 1 cubic foot = 7.4805195 gallons*

# CITY OF XENIA TRASH & RECYCLING SERVICE



Rumpke is proud to be a service provider for the City of Xenia. The following guidelines are provided to make Xenia residents aware of all of the trash and recycling services available to them.

## Please note your collection day!

- Monday:** North of US 35/East of US 68  
King St., Galloway St., S. West St., Sycamore St.  
(all south of Main)  
W. 2nd St. and W. 3rd St.  
(between Detroit and Church Sts.)
- Tuesday:** South of US 35/East of Ohio 42  
Wright Cycle Estates
- Wednesday:** South of Upper Bellbrook Road (2nd Street)/West of US 35 Bypass/North of Lower Bellbrook Road
- Thursday:** South of US 35/East of US 35 Bypass/West of Ohio Route 42  
Barnhill Ct.                      Crescent Ct.                      Greystroke Ct.  
W. Barnhill Pl.                  Ketki Ct.                          Greystroke Dr.  
N. Barnhill Pl.                  Kearney Ln.                      Sterling Commons Blvd.  
Shannon Ln.                      Kearney Ct.                      Vilma Way  
Raxit Ct.                          Prem Pl.
- Friday:** North of US 35/West of US 68

**Weekly Collection:** Please place your trash and recyclables at the curb the night before your service day. Rumpke will not collect paper barrels or drums of any size. Brush placed at the curb must be tied in bundles no larger than four feet long and two feet wide. Yard waste will be collected with trash. Please bag all refuse or place in trash cans. Items may not weigh more than 60 pounds.

Large waste wheelers (95 gallon wheeled carts with a lid) are available to rent for \$2 per month, which is payable 12 months in advance (\$24). To order a waste wheeler, call Rumpke at (800) 223-3960. Rumpke will invoice you directly for waste wheeler service.



**Holiday Schedule:** To allow employees to celebrate the holidays with their families, Rumpke will not provide collection on Christmas Day, New Year's Day, Memorial Day, Fourth of July, Labor Day and Thanksgiving. If the holiday falls on or after your collection day, service will be delayed by one day for the remainder of that week with Friday residents being serviced on Saturday. Holidays that fall on the weekend will not change your collection schedule.

**Bulk Items:** Rumpke will collect bulk items on your collection day. Please notify Rumpke 48 hours in advance of your service day if you require collection of an item containing chlorofluorocarbons or CFCs (refrigerators, freezers and/or air conditioners).



# CITY OF XENIA TRASH & RECYCLING SERVICE



## Curbside Recycling

Rumpke provides weekly curbside recycling collection. Rumpke and the City of Xenia encourage you and your family to join in the effort to conserve landfill space, natural resources, and even energy by recycling. If you need a recycling bin, please call Rumpke at (800) 223-3960.

### What Goes in Your Recycling Bin?

#### Newspaper and Mixed Paper

Newspapers with glossy inserts, magazines, catalogs, telephone books, paperboard (cereal boxes), junk mail (direct mail, window envelopes, flyers, etc.), corrugated cardboard (flattened, 2' x 2' pieces).

#### Plastic Bottles and Jugs

All plastic bottles and jugs (numbered 1-7) including milk, soft drink, shampoo, laundry and detergent bottles. Please remove all caps or lids and rinse out.

#### Glass

Clear, brown, green and blue glass food and beverage containers and jars are accepted. Please remove the caps and rinse. Paper labels do not require removal.

#### Beverage & Steel Food Cans

Aluminum cans, steel soup and food cans and empty aerosol cans are accepted. Please rinse and drain. Cans may be crushed and lids may be placed inside the cans to conserve bin space.

#### Gable-Top Cartons, Drink & Juice Boxes

Paperboard cartons containing milk, juice, non-dairy creamers, fabric softener and egg substitutes.

**\*\*If you fill your bin, paper grocery bags can be used for extra items.**



---

## Other Rumpke Services

Dumpster service  
Scrap tire removal

Portable restroom service  
Compactors

Recycling buy-back center



**CITY OF XENIA**  
**UTILITY BILLING DIVISION**  
**101 N. DETROIT STREET**  
**XENIA OHIO 45385-2996**

Xenia Acct #

ACCOUNT NUMBER: C##-#####-##

SERVICE ADDRESS: 800 LOUISE DR

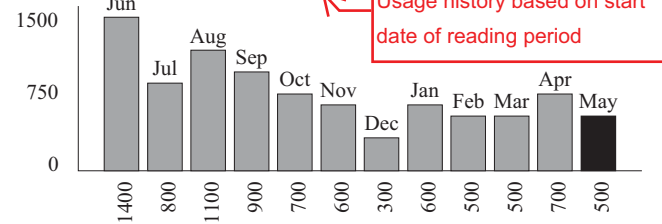
Service Location

**OFFICE HOURS**

**MONDAY - FRIDAY, 9 AM - 5 PM**

**PHONE: (937) 376-7242**

**Water Usage History**



Usage history based on start date of reading period

METER, WATER  
 800 LOUISE DR  
 XENIA OH 45385

Billing name and mailing address



Meter Reading Dates

Meter Reading

Consumption Billed

TYPE OF SERVICE	SERVICE PERIOD		PRESENT READING	CONSUMPTION	AMOUNT
	FROM	TO			
WATER	04/18/2011	05/17/2011	26400	500	11.15
2nd METER	04/18/2011	05/17/2011	3600	0	0.00
SEWER	04/18/2011	05/17/2011		500	19.65
SANIT	BILLED THROUGH JULY				17.01
STORM	MAY				2.50
<b>TOTAL DUE</b>					<b>\$50.31</b>

Separate Irrigation Meter  
 (billed for water only)

Trash billed in advance

Storm water billed in arrears

\* 5% PENALTY IF PAYMENT IS NOT RECEIVED BY THE DUE DATE \*

**NOTICES:**

- IF you have an unpaid previous balance, it is due immediately to avoid possible disconnection later this month.
- Watch our website for the upcoming Maintenance Worker and Laborer Civil Service Exam.
- Farmer's Market is every Tuesday from 2-6 on E Main St in front of KMART. The Greene County Growers Assn. is running this years' market. Come enjoy fresh, locally grown produce and shop downtown Xenia.
- First Friday, July 1! Family oriented community event. More info on the Events page at [www.visitxenia.com](http://www.visitxenia.com).
- Ray Foster's "Four to Go" takes the stage for "Music in the Park" on July 3 from 6:30 to 8 p.m. in the Shawnee Park Pavilion!

Notices change monthly -- Look here for potential leak notices!

Include this stub with your payment!

Due date for CURRENT balances

PLEASE DETACH AND RETURN THIS STUB WITH YOUR REMITTANCE TO INSURE PROPER CREDIT



PLEASE DO NOT STAPLE OR TAPE YOUR PAYMENT TO THE REMIT. PLEASE DO NOT WRITE MESSAGES ON THE REMIT. PLEASE WRITE ANY MESSAGES TO THIS OFFICE ON AN ADDITIONAL SHEET OF PAPER.

ACCOUNT NUMBER: C##-#####-##

Xenia Acct #

SERVICE ADDRESS: 800 LOUISE DR

Service Location

METER, WATER  
 800 LOUISE DR  
 XENIA OH 45385

Billing name and mailing address

DUE DATE	07/04/11
AMOUNT DUE	<b>\$50.31</b>
AMOUNT AFTER DUE DATE	\$52.83
AMOUNT PAID	

**UNPAID PREVIOUS BALANCES DUE IMMEDIATELY**

CITY OF XENIA UTILITY BILLING DIVISION  
 101 N. DETROIT STREET  
 XENIA OH 45385-2996

Amount due (including unpaid previous balances that are due immediately)

Amount due after application of 5% penalty



Past Due Notices are mailed around the 10th of each month. Current bills are mailed around the 16th of each month. The due date on the past due notice overrides any due dates on the current bill.

ACCOUNT NUMBER: B##-#####-##  
 SERVICE ADDRESS: 1000 DRAKE DR

**OFFICE HOURS**  
**MONDAY - FRIDAY, 9 AM - 5 PM**  
**PHONE: (937) 376-7242**

**PAST DUE NOTICE**

GREENE, JOHN 1 373  
 1000 DRAKE DR  
 XENIA OH 45385

No additional notices will be provided prior to service disconnection.



If your payment has been made, please disregard this notice.

TYPE OF SERVICE	SERVICE PERIOD		PRESENT READING	CONSUMPTION	AMOUNT
	FROM	TO			
PAST DUE					79.85
<p><b>Date that your account is subject to appearing on the disconnect list.</b></p> <p><b>Last day to pay to avoid disconnection.</b></p> <p>**** NEW RECONNECTION POLICY, EFFECTIVE MAY 1<sup>st</sup> 2014 ****</p> <p><b>SERVICES 5 F9 'GI 6 &gt;97 H'HC '8 -G7 CBB97 H-CB ON OR AFTER JULY 23, 2014 if payment is not received in our offices by July 18<del>28</del>\$. Applications for extensions to pay will not be accepted after July 18, 2014.</b></p> <p><b>*All accounts appearing on the disconnection list will be charged a \$25.00 fee.</b></p> <p>Services disconnected for non-payment will not be reconnected until the unpaid balance plus a \$25 delinquency service fee has been paid. <b>If payment is received in our offices by 3PM on the day of disconnection, we will attempt to reconnect service the same day but reconnection of services on the same day of payment is not guaranteed. A responsible party must be present for service to be reconnected unless a signed "Water Reconnection Waiver" has been received in the Utility Billing Office.</b></p> <p>Per City Ordinance 1492.05, occupancy of a dwelling without running water is prohibited. Property owners and occupants are subject to court action when in violation of this ordinance.</p> <p>*To avoid appearing on the disconnection list, please allow 7 working days for mailed payments, 3 working days for City of Xenia website or phone payments 5 working days for online banking and 5 working days for payments made at IHS Pharmacy and Groceryland.</p> <p><b>Last day to request an extension to pay</b></p>					

PLEASE DETACH AND RETURN THIS STUB WITH YOUR REMITTANCE TO INSURE PROPER CREDIT

**Please verify your account number before making any online banking payments.**

DUE DATE	07/04/14
AMOUNT PAST DUE	79.85
AMOUNT PAID	

ACCOUNT NUMBER: B##-#####-##  
 SERVICE ADDRESS: 1000 DRAKE DR

GREENE, JOHN  
 1000 DRAKE DR  
 XENIA OH 45385

CITY OF XENIA UTILITY BILLING DIVISION  
 101 N. DETROIT STREET  
 XENIA OH 45385-2996



66095912005000798500079856

**City of Xenia Ohio**  
Utility Billing Division  
**Utility Delinquencies Frequently Asked Questions**  
Last updated 12/04/2015

***I have a delinquent balance on my Xenia utility bill, what should I do now?***

Accounts with 30 days past due balances will be sent a disconnect notice approximately the 10<sup>th</sup> of the month. The disconnect notice contains important information about the last date that payments must be received in the Utility Billing Offices to avoid having your account appear on the disconnect list. If you are making a payment to avoid disconnection and it is after the last payment date stated on the disconnection notice (“Services are subject to disconnection on or after MM/DD/YYYY if payment is not received in our offices by **MM/DD/YYYY**”), you must make your payment prior to the scheduled disconnection date In person at the Utility Billing.

**Processing times for payments other than those paid in person at the Utility Division:**

- City of Xenia website or phone payments made to Payment Services Network – allow 3 working days
- Online banking – allow 5 working days since each bank has their own processing schedule.
- Groceryland or IHS Pharmacy – allow 5 working days
- Mail – based on changes in USPS processing, you should allow 7 working days.
- 24 hour drop box in the lobby – payment must be in the drop box when it is checked at 8 AM on the Monday before the scheduled disconnection.

**Payment processing for attempted reconnection on the same day\*:**

- Pay in person at the Utility Division before 3 PM.
- Pay via our website or phone payments and notify us via phone (937-376-7242) before 1 PM.

*\*Unless Utility Billing has a signed waiver of liability on file, service cannot be reconnected if a responsible party is not at the location. Even if a waiver has been signed, if the leak detector on the meter indicates that something is “running” in the house or building OR the meter is located inside the house or building, the service cannot be reconnected until there is a responsible party at the location.*

***I can't pay delinquent balance by the date listed on the disconnect notice, what can I do to avoid disconnection?***

- **REQUEST AN EXTENSION TO PAY:** In general, customers are permitted up to three (3) extensions to pay per year. Since the owner of the property is ultimately responsible for utility bills, the owner may request that extensions to pay not be provided without their permission. To be eligible for an extension to pay, a payment must have been received during the previous 30 days or a payment must be made with the extension request. In general, the minimum payment required will be 25% of the balance due on the delinquent bill plus penalty. **Extensions to pay must be requested by the date listed on the disconnect (or shutoff) notice. Extensions to pay will not be granted after your account appears on the disconnect list so be sure to request your extension on or before the date specified on your disconnect notice.** All extension to pay requests must be signed to be valid.

Extensions to pay will not be granted:

- 1) If a previous extension to pay was not paid per the agreement.
  - 2) If the extension to pay was not requested by the date specified on the disconnect (or shutoff) notice.
  - 3) If 3 extensions to pay have already been granted in this calendar year
  - 4) If the owner of the property has marked the account "NO EXTENSIONS" and the owner has not approved an extension.
- **REQUEST ASSISTANCE FROM A GOVERNMENT AGENCY OR OTHER CHARITABLE ORGANIZATION:** *Although these agencies have provided some customers with assistance in the past, the City of Xenia cannot guarantee that any of these agencies will be able to assist you.*

Greene County Job & Family Services – 937-562-6200  
(Includes Adult Protective Services)  
541 Ledbetter Rd, Xenia, OH 45385.

Community Action Partnership Greene County – 937-376-7747  
1855 Bellbrook Avenue, Xenia, OH 45385

Greene County Children Services – 937-562-6600  
601 Ledbetter Road, Xenia, OH 45385-5363

Local Churches (not a complete list)

- Faith Community United Methodist, 937-372-7601, 100 Country Club Drive, Xenia, OH 45385
- St Brigid Parish, 937-372-3193, 258 Purcell Drive (Parish office), Xenia, OH 45385
- Hawker United Church of Christ, 937-426-0973, 1617 North Longview Street, Beavercreek, OH 45432

*If these agencies provide a voucher or pledge, the balance on your utility account will not reflect the voucher or pledge amount until the actual payment is received by Utility Billing.*

**To avoid disconnection, the agency that is pledging assistance on your account must contact Utility Billing PRIOR to the disconnection date.**

***I received a bill in the mail AFTER I received the disconnect notice and it shows a due date of next month. Am I still subject to disconnection?***

Yes, even though you have received a current bill with a due date of the following month, you are still subject to disconnection. Your current bill will state that delinquent balances are due immediately to avoid disconnection.

***My landlord called me and told me he received a copy of my disconnect notice, why did they receive this?***

Since under Xenia ordinances, the property owner is ultimately responsible for the unpaid Xenia utilities, whether the service is in the name of the property owner or a tenant, the property owner has the right to request a duplicate copy of any disconnect notices and to mark their properties as not having any extensions to pay be permitted without their approval.

***My water has been disconnected, what is the process to get my service reconnected?***

Once your service has been disconnected, service will not be subject to reconnection until the delinquent balance plus the \$25.00 disconnection processing fee has been paid (all accounts appearing on the disconnect list will be charged \$25.00)

If you make your payment in person at the Utility Billing office, tell the cashier that your service has been disconnected. If your payment is received in our offices before 3 PM, the cashier will create a work order for a service worker to attempt to reconnect the service the same day. If payment is received in our offices after 3 PM, reconnection of service will not be attempted until the next business day.

If you make your payment via our website or by phone to Payment Services Network, you will need to contact Utility Billing via phone at 937-376-7242 **by 1 PM** to notify us that you have made a payment. If you notify Utility Billing of your website or phone payment before 1 PM, the utility billing staff will create a work order for a service worker to attempt to reconnect the service the same day. If notice of your website or phone payment is received in our offices after 1 PM, reconnection of service will not be attempted until the next business day.

A responsible party must be present for service to be reconnected unless a signed "Water Reconnection Waiver" has been received in the Utility Billing Office. Waiver forms are available in our offices and on our website.

If the "Water Reconnection Waiver" has been received and the customer is not at the property during the reconnection process and it is determined by City Staff that the meter is continuously running after two (2) minutes, the service will immediately be disconnected and that customer must contact the Utility Billing Office to schedule an in-person appointment for reconnection. For properties with inside meters, a responsible party must be present for service to be reconnected.

<b>FREQUENTLY CALLED/REQUESTED NUMBERS</b>		
<b>Advanced Wildlife Mgmt</b>	Chris O'Banion	750-8727
<b>Animal Control Gr Co</b>	641 Dayton Xenia	562-7400
<b>Auditor's Office Gr Co</b>	69 Greene St.	562-5065
<b>Auto Title Gr Co</b>	601 Ledbetter Rd.	562-6055
<b>Board of Education</b> Xenia Community Schools	819 Colorado Dr. FAX 372-4701	376-2961
_____, Supt.		376-2961
XCS Bus Transportation		372-3983, 3989, 3876
<b>Board of Elections Gr Co</b>	551 Ledbetter Rd.	562-6170
<b>Building Inspection Gr Co</b>	667 Dayton Xenia	562-7420
<b>Chamber of Commerce</b> Xenia Area	334 W. Market St FAX 372-2192	372-3591
<b>Child Support</b>	Greene County	562-6200
<b>Children's Services Gr Co</b>	601 Ledbetter Rd	562-6600
<b>Clothes that Work - Job</b> <b>Services-Montgomery Co</b>	1111 Edwin C. Moses Blvd.	225-4148
<b>Combined Health Dist.</b> <b>Gr Co</b>	360 Wilson Dr	374-5600
Melissa Howell, Health Commissioner		
Health Dept	Mosquito Problem	374-5610
<b>Community Action Part.</b> (formerly SCOPE)	1855 Bellbrook Ave	376-7747
<b>Convention Center Gr Co</b>	Beavercreek	429-9100
<b>Council on Aging Gr Co</b>	140 Rogers St	376-5486
Countywide Fed. Credit Union	2089 Dayton Xenia Rd	426-7687
<b>Dayton Power &amp; Light</b>	<b>877-4OUTAGE</b>	<b>877-468-8243</b>
Street Lights		888-316-2393
Customer Service		800-433-8500
<b>Development Dept Gr Co</b>	61 Greene St	562-5007
<b>Dog License Gr Co Auditor</b>	69 Greene St	562-5065
<b>Driver's License Exams</b>	601 Ledbetter Rd	372-6850
Motor Veh License Bureau	601 Ledbetter Rd	372-4282
<b>Elections (Board of) Gr Co</b>	551 Ledbetter Rd	562-6170
<b>Employment Services (Job &amp; Family)</b>		562-6000
	571 Ledbetter Rd	
<b>Extension Office OSU</b>	100 Fairground Rd	372-9971
<b>Fair Office</b>	120 Fairground Rd	372-8621
<b>Fair Secretary</b>		372-6869
<b>Family Violence Prev Ctr</b> <b>of Greene County</b>	380 Bellbrook Ave	372-4552
<b>Fish Food Pantry</b>	541 Ledbetter Rd	372-8441
<b>Gr Co Building</b> <b>Inspection</b>	667 Dayton Xenia Rd	562-7420
<b>Greene Co Career Center</b>	2940 W Enon Rd	372-6941
<b>Gr Co Comm Foundation</b>	25 Greene St	562-5550
<b>Gr Co Job &amp; Family Svcs</b>	541 Ledbetter Rd	562-6200
<b>Gr Co Historical Soc</b>	74 W. Church St	372-4606
<b>Gr Co Receptionist</b> (Sandy)		562-5000
<b>Greene CATS Trans.</b>	Dispatch-374-6402	562-6466
<b>Greene Met Housng Auth</b>	538 N. Detroit St	376-2908
<b>Greene Works</b>	581 Ledbetter Rd	562-6565
<b>Habitat for Humanity</b>		374-8726
<b>Health District (Gr Co</b> <b>Combined)</b>	360 Wilson Dr	374-5600
Health Dept	Mosquito Problem	374-5610
<b>HEAP (Heating Assist.)</b>	1855 Bellbrook Ave	376-7747
<b>Human Services (Job &amp; Family)</b>		562-6000

<b>Interfaith Hospitality</b> Cheryl Carter	137 N. Detroit St	372-0705
<b>Jail</b> -Downtown 77 E. Market St Control Room 562-4844	Auto Attend Front Desk	562-4840 562-4801
<b>Jail - Adult Detention</b> 2295 Greenway Blvd Control Room 562-5841	Auto Attend Front Desk	562-5840 562-5842
<b>Juvenile Court Gr Co</b>	2100 Greene Way Blvd	562-4000
<b>Juvenile Detention</b>		562-4100
<b>Law Library Gr Co</b> (notary info)	45 N. Detroit St	562-5115
<b>Legal Aid of Western Ohio</b>		888-534-1432
<b>Library - Gr Co Public</b>	76 E. Market St	376-2995
<b>License Bureau</b>	601 Ledbetter Rd	372-4282
<b>Drivers Exams</b>		372-6850
<b>Marriage License</b> <b>Gr Co Probate Court</b>	45 N. Detroit St	562-5282
<b>Mental Retardation (Gr Co Bd of Dev</b> <b>Disabilities)</b>	245 N Valley Rd	562-6520
<b>MVRPC</b>		223-6323
<b>One Stop Business</b>		800-248-4040
<b>OSHA (Cincinnati)</b>		513-841-4132
<b>OUPS</b>		800-362-2764
<b>Post Office - Xenia</b>	189 E. Main St	372-7627
<b>Public Defender, Gr Co</b> (corner of Main & Whiteman)	90 E. Main St	562-5041
<b>Recorder's Office, Gr Co</b> (deeds, military records)	69 Greene St	562-5270
<b>Recycling Center - Gr Co Environmental</b> <b>Services</b>	2145 Greene Way Blvd	562-5925
<b>Red Cross Emergency Housing</b>	1080 E. Main	376-3111
<b>Rumpke Trash Collection</b>		800-223-3960
<b>Sheriff (Greene Co.)</b>	Auto Attend Front Desk	562-4840 562-4801
<b>Skydive Greene Co</b>	177 S Monroe Siding Rd	372-0700
<b>Social Security Adm.</b>	80 N. Progress Dr	866-755-5372
<b>State Highway Patrol</b>	517 Union Rd	372-7671
<b>TCN Behavioral Health</b>	452 W. Market St	376-8700
<b>Time Warner Cable</b>		294-6400
<b>Toward Independence</b>	81 E. Main St	376-3996
<b>Treasurer, Gr Co</b> (property taxes)	15 Greene St	562-5017
<b>United Way</b>	1855 Bellbrook Av	376-5555
<b>United Voluntary Svcs</b>	145 Bellbrook Av	372-1101
<b>Vectren</b>		800-227-1376
<b>WBZI - Joe Mullins</b>	23 E. Second St	372-3531
<b>Welfare (Human Services)</b>		562-6000
<b>GC Jobs &amp; Family Services</b>		
<b>Wildlife, Greene County</b>		372-9261
<b>Women's Recovery Ctr</b>	515 Martin Dr	372-4777
<b>Xenia Adult Rec Services</b>	130 E. Church St	376-4353
(previously Golden Age Ctr) Fax 376-4355		
<b>Xenia Demolition Debris Facility</b>		372-2978
610 Dayton-Xenia Rd. (dumping construction materials)		
<b>Xenia Township Offices</b>	8 Brush Row Rd	372-0859
<b>YMCA</b>	135 E. Church St	376-9622
<b>WEB Sites</b>	<a href="http://www.ci.xenia.oh.us">www.ci.xenia.oh.us</a>	
	<a href="http://www.co.greene.oh.us">www.co.greene.oh.us</a>	
		Revised 2-2014