



HILLSBORO PUBLIC UTILITIES
130 N. HIGH STREET
HILLSBORO, OH 45133
(937) 393-3447

What part of the water lines is the landowner’s responsibility?

The water line from the curb stop shut off valve to the premises to be served (“the service line”) shall be installed and maintained by the property owner. The city may shut off the water when leakage occurs in this pipe (the service line) and the property owner fails to repair it. The city maintains all the water mains in the streets.

RATES

Water Rate Schedule as of 9/1/14

0-133 Cubic Feet \$9.08 Minimum
 Above 133 Cubic Feet \$6.79 per 100 Cubic Feet Used
 Water rates outside city 50% more

Sewer Rate Schedule as of 9/1/14

0-133 Cubic Feet \$28.02 Minimum
 Above 133 Cubic Feet \$7.52 per 100 Cubic Feet Used
 Sewer rates outside city 50% more

Bulk Water \$1.00 per 100 gallons as of 5/15/14

For all new construction of residential and commercial property please complete an application for water & sewer tap fees.

\$30.00 fee for turn on and off of water.

Please allow 24-hour notice for all inspections and work orders.

www.hillsboroohio.net

Hillsboro City Administration (937) 393-5219

Hillsboro City Income Tax (937) 393-3848

Hillsboro Public Utilities Fax (937) 393-3448

Effective date: 1/14/15 Revised: 05/01/17 Prices subject to change.



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WELCOME TO THE CITY OF HILLSBORO WATER & SEWER OFFICE

Hours of operation are 8:00 a.m. to 4:00 p.m., Monday through Friday, excluding holidays and weekends. For after hour emergencies, call the Hillsboro Police Department at (937) 393-3411.

How do I apply for or disconnect water and/or sewer service?

Contact the billing office at (937) 393-3447 or visit the Public Utilities Office at 130 North High Street.

How can I pay my bill?

Payments are due by the 15th of each month. A 10% penalty will be added after the due date. An average minimum bill is \$37.10 per month for water/sewer service inside the city limits. Method of payments accepted are cash, check, money order, credit, debit, ACH and online website at www.hillsboroohio.net. For official payments you will need your book and account numbers as well as your internet pin which is normally the last four numbers of the owner’s phone number. Payments made on the website could take up to three days to post to the water office. Payments made from your banking center are mailed to our office, so please allow 7-10 days for delivery of payment. There is a \$30 fee on all returned checks. If you receive a regular bill with a previous balance on it, please note that the previous balance is due by the 5th of the month, not the 15th. If the previous balance is not paid by the 5th of the month, your account will be scheduled for disconnect. Only the new balance is due by the 15th of the month. For your convenience, a drop box is located outside the office doors for after hour payments. Please note that during disconnect times, all penalty bills should be brought into the office during regular business hours to avoid disconnection of service. If a payment is dropped in the box during regular hours and service is disconnected, this office will not be held responsible for not receiving the payment. Shut off for non-payment of prior month bills will start after the 5th of each month. If you are shut off for non-payment you will not be reconnected until the next business day. The reconnection fee is \$60.00. The best way to guarantee continuous service is to have payment in the drop box by the 5th of each month, make payment in person at the office or call to make a credit or debit payment. E-bill (email) option is now available!

I did not receive my bill this month. Does that mean I do not owe anything?

No. You should receive a bill the first of each month even if it is a zero balance. If you do not receive a bill please call the office at (937) 393-3447 to verify your account balance.

Note: To assure your payment is applied to the correct account, please include your full account number on your check when making payment without your payment stub. Example: 01 1010

The first set of numbers is your book number and the last set is your account number. Please include all numbers on your check for processing. This will ensure that proper credit is given to your account. Thank you!

How much is a security deposits? A security deposit is \$150.00 and requires a picture ID and current phone number. Landlords are required to sign a landlord/tenant transfer card prior to any billing changes. Deposits will be applied to final bills when a tenant moves out or a land contract is paid off. Tenants are required to call in when moving to give a forwarding address to receive any refund on deposit.

Any landlord maintaining rental property in the city, or outside the city but connected to city water or sewer services, who does not place water and sewer service solely in said landlord's own name, shall advise the city Utility Billing Department immediately upon: (1) the vacation of the premises by a tenant; (2) the termination of a lease with a tenant; or (3) the eviction of a tenant.

Selling or buying a property?

Please contact the office to have a final reading on the property and name change. Please give 24 hour notice on final readings.

Who do I contact if I have a problem with my bill?

Contact the billing office at (937) 393-3447 or visit the office at 130 North High Street. Office hours are 8:00 a.m. to 4:00 p.m. Monday thru Friday, excluding holidays and weekends.

I had a leak. Can I get an adjustment for that?

Yes, for most leaks. You will need to come to the office and fill out a request for adjustment form as soon as the leak is fixed. You will need to provide information stating where the leak was and the date it was found and fixed. This will be an adjustment on the sewer charge but not on the water. We do not adjust for commode leaks! One adjustment will be granted per year.

If you fill a pool that used a minimum of 300 cubic feet or more of water you *may* qualify for an adjustment once a year. You must write down the date you fill the pool, beginning meter reading and ending reading, along with your service address so we can calculate the sewer adjustment for the pool fill.

Where do I report a water/sewer leak or loss of service?

Contact the Water & Sewer Maintenance Department at (937) 393-2233 or the billing office (937) 393-3447 if unable to reach the maintenance office. After hour emergencies and holidays call the Hillsboro Police Department at (937) 393-3411.

Who do I call if I have a problem with water quality?

Contact the Water Treatment Plant at (937) 393-1325.



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Someone comes to my door wanting to come inside and check my water and sewer service and does not have any ID. Who do I call to verify this?

Call the police at (937) 393-3411. All city employees have city ID issued and uniforms.

Why does sewer cost more than water?

Water is less expensive because it requires less treatment. Sewer requires the wastewater to be processed and the sludge (grit & solids) to be removed and disposed of in an environmentally friendly way.

Who do I call when I need to excavate on my property and am concerned where my water and sewer lines are located?

Call the Ohio Utility's Protection Service at 1-800-362-2764 (The call before you dig hotline) and the Hillsboro Water & Sewer Maintenance Department will respond and mark the lines in question with blue paint for water lines and green for sewer lines along with colored flags. *This needs to be done 48 hours prior to excavation.* The City of Hillsboro does not mark privately installed water lines and or sewer laterals.

My bill is higher than normal. What could be the problem?

There are several ways to check for extra water usage: Did you fill a pool, have extra people staying with you, do extra watering, car washing, or power washing? Check for leaks in all plumbing including water heaters, commodes, service line, humidifiers on furnaces, ice makers and water softeners. You can also take a reading off of your water meter and wait a while then read it again to see if there has been any usage when no one was using the water. Do this several times over a 2 week period to see if anything shows up. If your meter is outside in a meter pit check inside the pit to see if the couplings at your meter could be loose and leaking there as well.

Is the City of Hillsboro Water Company (Hillsboro Public Utilities) and Highland County Water the same?

No. They are two totally separate businesses and water sources.

How do I know if my toilet is leaking?

You can check for a toilet leak by looking in the toilet tank to see where the water level is. Make sure it is not coming up too high and going down the overflow tube in the toilet tank or even at the top edge of it. Also you can put a few drops of red food coloring in the toilet tank and wait about 30 minutes to see if the colored water starts to run down the sides of the toilet bowl. This would indicate that the flapper in the toilet tank is not sealing correctly.