

Accounts Receivable Division
New Resident Packet



Visit our website --- eXploreXenia.com

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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 Secure Email available on website

WATER/SEWER/SANITATION/STORM WATER BILLING OVERVIEW* **Effective 5/22/2016**

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 or email us at 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 16th of each month and are due on the 4th of the following month. *REMINDER: Monthly bills are normally mailed around the 16th of each month with a due date of the 4th 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 16th of each month and are due on the 4th 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) 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 1st 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.exploreXenia.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.ExploreXenia.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 Xenia only extension to file must be received before the due date for the return. Federal extensions are accepted if they are attached to the return when filed. Failure to attach a timely filed extension to file to the return will result in late filing penalties up to \$150 (\$25 per month). 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 and 1 unit for trash pickup

	Dist** A, B, C, D Min Chg is \$34.61	Dist** E Min Chg is \$35.73	Dist** F Min Chg is \$35.25	Dist** G Min Chg is \$34.99
1 person	\$49.71	\$51.95	\$50.99	\$50.47
2 people	\$72.36	\$76.28	\$74.60	\$73.69
3 people	\$95.01	\$100.61	\$98.21	\$96.91
4 people	\$117.66	\$124.94	\$121.82	\$120.13
5 people	\$147.86	\$157.38	\$153.30	\$151.09
6 people	\$170.51	\$181.71	\$176.91	\$174.31

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.ExploreXenia.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.)

Sanitation Rates

- Individual residential property -- \$17.01 per month, payable in advance (*no change*)
- Multiple-family residences with one utility account and trash collection provided by the City -- \$17.01 for the first unit (*no change*); \$16.66 for each additional unit (*no change*), payable in advance
- Commercial, industrial, institutional and multiple-family residences not receiving trash collection services by the City -- \$4.93* per month (*no change*), payable in advance

**These charges are for billing, street sweeping, administration, landfill and property maintenance.*

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*)

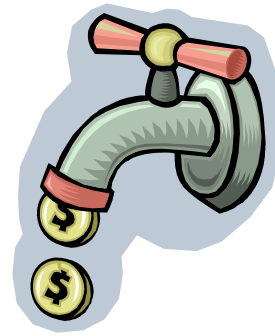
***2 units on one water meter – the residential rate will apply. More than 2 units on one water meter – the commercial rate will apply.*

City of Xenia

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

utb@ci.xenia.oh.us

www.eXploreXenia.com



Average household water usage:

- Average monthly water usage for an adult is 400 to 500 cubic feet.
- Average monthly water usage for a child (0-15 years) is 200 to 300 cubic feet.

Therefore:

- *A two person adult household will use an average 800 to 1000 cubic feet per month.*
- *A family of four (2 adults, two children under 15) will use an average 1100 to 1500 cubic feet per month.*

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 700 cubic feet in a month.

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

Note: 1 cubic foot = 7.4805195 gallons

Rumpke Trash Pickup

Provided to Residential Properties inside the City of Xenia

Xenia is teaming up with Ohio's Recycling Leader, Rumpke, to provide an enhanced waste and recycling program that encourages less trash and more recycling.

Beginning **June 13th, 2016**, Xenia will be a cleaner and greener community as we move to a cart contents only system—a plan that research has proven reduces trash and increases recycling. Newer, quieter and safer, environmentally-friendly automated trash and recycling collection trucks will service our community. Rumpke's new automated trucks utilize a mechanical arm to pick up your carts and empty them quickly and efficiently without risk of injury to drivers. Even the trucks are greener (they are fueled with compressed natural gas ensuring less emissions than their diesel counterparts).

Trash and recycling collection will be done on your regularly scheduled collection day (*see the list of collection days by street on the Utility Billing Division webpage at www.ExploreXenia.com*)

All trash must be placed completely inside the trash or recycling cart. All recycling must be placed loose (no plastic bags) completely inside the recycling cart. Anything left outside the cart will not be collected unless it is placed in special waste bags that can be purchased at Xenia City Hall for \$4.00 each.

One trash cart is not sufficient for you and your family? Call Rumpke at 800-223-3960 to rent a second cart rented for \$4.00 a month.

Need an additional recycling cart? Call Utility Billing at 937-376-7242 to request a free additional recycling cart.

Rumpke will also collect three bulk items (furniture, appliances, etc.) the second full week of the month at no charge on your regular trash collection day. Items in excess of three can be picked up by special request for an additional charge by calling Rumpke at 800-223-3960 at least 24 hours in advance.

TO AVOID SERVICE INTERRUPTIONS, FOLLOW THESE STEPS

- When placing carts at the curb, face them toward the street (cart wheels should face away from the street). Place your trash and recycling carts at least 4 feet apart.
- Position carts within two feet of the curb.
- Do not place carts near parked cars, mailboxes, etc. (make certain the cart is at least 4 feet away from other objects).

Still have questions on trash services? Visit our website at www.ExploreXenia.com for **Frequently Asked Questions** or call Utility Billing at 937-376-7242.



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

Xenia Acct #

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

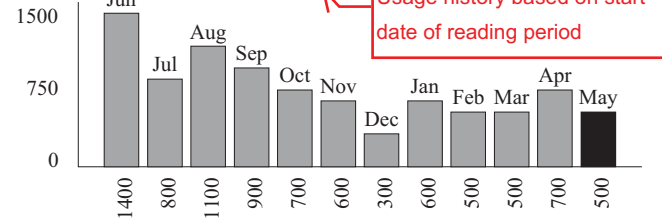
SERVICE ADDRESS: 800 LOUISE DR

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

15302
 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
TOTAL DUE					\$50.31

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.
- 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.

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

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

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>Date that your account is subject to appearing on the disconnect list.</p> <p>Last day to pay to avoid disconnection.</p> <p>***** NEW RECONNECTION POLICY, EFFECTIVE MAY 1st 2014 *****</p> <p>SERVICES 5 F9 'GI 6 >97 H'HC '8 -G7 CBB97 H-CB ON OR AFTER JULY 23, 2014 if payment is not received in our offices by July 1828\$. Applications for extensions to pay will not be accepted after July 18, 2014.</p> <p>*All accounts appearing on the disconnection list will be charged a \$25.00 fee.</p> <p>Services disconnected for non-payment will not be reconnected until the unpaid balance plus a \$25 delinquency service fee has been paid. 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.</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>Last day to request an extension to pay</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



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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 10th 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.

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

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