

Frequently-Asked Questions about the New Combined Water/Sewer Bill

Beginning Sept. 28, Cleveland Division of Water and Northeast Ohio Regional Sewer District customers accustomed to receiving separate bills from each agency will begin receiving a single bill for both water and sewer service. Below are answers to some of the most frequently-asked questions.

Why is the Cleveland Division of Water making this change?

The combined bill is part of a new \$29 million computer system upgrade at the City of Cleveland.

How will this change affect me?

The biggest change is that most customers of both Cleveland Division of Water and Northeast Ohio Regional Sewer District will receive a single bill which displays both agencies' charges. However, Berea, Cleveland Heights, and North Royalton customers will continue to receive a separate bill for sewer service because of the billing agreements we have with their cities.

Combined-bill customers will be able to pay for all billed services with a single payment.

What will the new bill look like?

The new bill will be larger (8.5 by 14 inches) and will include much more information than in the past, such as a detailed rate breakdown and a past-usage comparison graph. You can find a sample design at http://neorsd.org/customer_service.php

When will I start receiving the new bill?

Some customers will receive the new bill as early as the end of September, but depending on the billing cycle (bills are issued quarterly), some customers may not see your new bills until as late as November.

Can I opt-out of receiving paper bills and solely view my bills online?

Not at this time, but this option may be available in the future.

Can I opt to automatically pay my bill each quarter with my credit card?

As part of Cleveland Water's new billing system, you will be able to pay your bill online, as well as over the phone. Details will be posted at <http://www.clevelandwater.com>

I am not currently a Cleveland Water customer, but I receive service from NEORS. Will I see a new bill?

Sewer District customers in Berea, Cleveland Heights or North Royalton, for example, will not see a change to their bills. Sewer District service will continue to be billed separately.

I do not currently receive service from NEORS, but the sample bill I saw has NEORS on it. Will NEORS start billing me for sewer service?

No, this is just an example of what some combined bills will look like. The sample shows what a customer would see if they are being billed for water, sewer, and local charges (such as trash pick-up). If your community has no local charges, then you would only see water and sewer. If you are not an NEORSD customer and therefore have no NEORSD sewer charges, you would only see water and local.

I have a question about my water bill. Who should I call?

The Cleveland Division of Water's customer service department can be reached at 216.664.3130.

I have a question about my sewer bill. Who should I call?

The Sewer District's customer service department is happy to help and can be reached at 216.881.8247.