

Utility Billing Questions

Where is the Utility Billing Office located?

The Utility Billing office is located at 358 5th Street SW, Strasburg, OHIO

What are the Utility Billing Office hours?

The Utility Billing office is open from 8:00am to 4:30pm Monday through Friday to assist customers, excluding holidays and weekends. We do close an hour for lunch. Customers can call (330) 878-7710 Monday through Friday from 8:00am to 4:30pm. After hours emergency number call the Police at (330) 878-7011.

Where can I pay my bill?

You can pay your bill:

In the office, in person during regular business hours

In the drop box (checks and money orders only) **DO NOT DROP CASH IN THE BOX**

By mail (checks and money orders only)

Online through our website www.villageofstrasburg.org

Or through your bank's website (allow time for check to arrive before due date)

Dover Discount Drug Mart or the SSB Community Bank in

Strasburg. Please allow 7 days for the Water office to receive your Drug

Mart payments.

What forms of payment do you take in the office?

Cash, check, or money orders

I lost my water bill. What should I do?

You can look up your utility bill on our website at www.villageofstrasburg.org or you can stop in the Utility office at 358 5th Street SW and we will print you a duplicate bill.

I received a water bill even though I was out of town and didn't use any water. Why?

Customers who have not used water still must pay a minimum charge if water and sewer service is available to the property.

What if I bounced a check?

Our bank will attempt to collect on the check twice. If your bank refused payment the second time, you will need to come to the office to pay the full amount of the check. Starting on **April 1, 2020** there will be a **\$25.00 fee** from the Village plus any bank fees charged to the Village as a result of a non-sufficient check. Only cash or a money order will be accepted as payment.