



**Public Utilities**

420 Madison Ave.  
Suite 100  
Toledo, Ohio 43604  
phone 419-245-1800  
fax 419-245-1853

toledo.oh.gov

## ACTION REQUIRED TO AVOID WATER SERVICE DISCONNECTION

DATE: 06/02/2026

Account: [REDACTED]  
Amount Due: [REDACTED]  
Service Address: [REDACTED]

43611

Dear Customer:

Our records indicate that your account is past due and may be subject to water service disconnection for non-payment unless payment is received in full and posted, or a payment plan is established, by **June 11, 2026**.

Need help paying your bill? We encourage you to act now, before your water service is disconnected. To explore flexible payment options, please contact our third-party partner, Promise, and establish a flexible payment plan. You can also call our customer service team.

**Our Partner, Promise:**

Payment Plan portal: [toledo.oh.gov/payment-plan](http://toledo.oh.gov/payment-plan)  
Customer Service: 419-314-3402 (M-F; 7a - 5:30p)

**Toledo Water & Sewer Customer Service:**

Customer Service: 419-245-1800 (M-F; 7a - 5:30p)

Please note that if a Toledo field representative is dispatched to your property to disconnect service, restoration of water service may take up to 48 business hours, a field trip service fee will be added to your account, a security deposit will be invoiced, and payment arrangements or payment in full required in order to restore water service. In addition, if your property is not currently equipped with an Advanced Metering Infrastructure (AMI) meter, installation of an AMI meter will be required before service reconnection. We are committed to helping customers maintain service and encourage you to contact us as soon as possible.

Sincerely,  
City of Toledo Water & Sewer





# OCCUPANT NOTICE PRIOR TO DISCONNECTION

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→ [toledo.oh.gov](http://toledo.oh.gov)

DATE: 06/02/2026

Account: [REDACTED]

Dear Occupant:

Your water service will be terminated without further notice on or after 06/11/2026 due to non-payment of utility bills. To avoid termination of water service, you must either:

1. Pay in full the outstanding charges for service to the premises; or
2. Give the Department of Public Utilities a deposit for future service; or
3. Give formal notice to your landlord that you will be paying your rent into a court-managed escrow account. If you choose to pay your rent into escrow, to keep the water on you must provide the Department of Public Utilities with a copy of the court's rent escrow order specifically seeking disbursements from this account to the Department of Public Utilities to be applied toward utility bills.

Please contact Customer Service at 419-245-1800 if you have any questions.

Thank you.

