

Village of Sugar Grove, Ohio

Water and Sewer Billing – Customer Information Sheet

1. Billing Schedule

- Bills are issued on the 5th of each month.
- Payment is due within 30 days of issued bill
- Late fees apply after the due date.

2. Payment Options

- Check, Money Order, Credit Card (in person, online or drop-box).
- Online payments accepted via www.utilitybillingsystem.com

3. Contact Information

- For billing questions or account updates, contact the Fiscal Officer:

Phone: 740.746.8406

Email: shaley@sugar-grove.com

4. Shut-Off and Delinquency Policy

- Late fees: 10% added after due date.
- Disconnection may occur after 45 days of non-payment.
- Reconnection fee: \$25

5. Service Transfers

- A final meter reading is required when moving.
- New customers must complete a service application.
- Accounts must be current to transfer service.

6. Leak Adjustments

- One leak adjustment allowed per 12 months.
- Written request and proof of repair are required.