



City of Newark Water & Wastewater Frequently Asked Questions

What are the different ways I can pay my bill?

- Pay Online. On this website with debit or credit card with no processing fees. Go to Customer Service – Pay Your Bill.
- ACH (Automated Clearing House) - On this website go to Customer Service - Pay Your Bill, or contact the Office and we can mail you a form if needed.
- Pay Online with credit card only at www.acipayonline.com . There is a fee for this service. See instructions on your bill.
- Pay by phone. Credit card only 1-800-272-9829. There is a fee for this service. See instructions on your bill.
- Pay by mail. Newark Water, PO Box 2054, Mt. Vernon, OH 43050-7254.
- Pay in person. The Newark Water Office is located at 34 S. 5th St., Newark, Ohio. An after hours drop box is available at this site.

How do I pay my bill to avoid disconnection and additional charges associated with disconnection of service for non-payment?

- Pay in person or in the drop box at the Newark Water Office, 34 S. 5th St., Newark, Ohio, at least one business day before your scheduled disconnection date. You should allow 3 business days for online payments not made on this website and 5-7 business days for mailed payments to be received by our office.

If I purchased a home, how do I establish service in my name?

- Come to the Newark Water Office, 34 S. 5th St., Newark, Ohio, 43055. Bring in a picture ID. An Activation Fee and a deposit may be required at the time of sign-up. Contact Customer Service at 740-670-7940 or wateradm@newarkohiowater.net to find out if a deposit will be required of you.

I rent, and I need to establish service in my name. What do I need to do?

- You have to bring in a [Direct Billing Agreement Form](#) filled out by the Owner/Managing Agent. The form must have your name listed as the tenant. Come to the Newark Water Office, 34 S. 5th St., Newark, Ohio, 43055, and bring in the completed form with your picture ID. An Activation Fee and a deposit may be required at the time of sign-up. Contact Customer Service at 740-670-7940 or wateradm@newarkohiowater.net to find out if a deposit will be required of you. (Even though you establish service in your name, the owner will still get any disconnection notices pertaining to your account.)

I own a rental property and wish to have a tenant receive the bills at my property. What do I need to do?

- You are required to fill out a [Direct Billing Agreement Form](#), in its entirety, with your tenant's name included. You can e-mail the completed form to the Newark Water Office at wateradm@newarkohiowater.net or fax it to 740-349-6794, or send the form with your tenant to the Newark Water Office, 34 S. 5th St., Newark, Ohio. Your tenant will need to provide a picture ID at the time of signing-up for the service. An Activation Fee and a deposit may be required at the time of sign-up. We encourage you to contact Customer Service at 740-670-7940 or wateradm@newarkohiowater.net to find out your prospective tenant's payment history with the Newark Water Office.

What do I need to do to stop service in my name?

- Contact the Newark Water Office at 740-670-7940 or wateradm@newarkohiowater.net at least 1 business day prior to needing services to stop billing in your name. We do not shut off water service on Fridays or any business day before a Holiday.

I received a bill even though there was no water used at my property. Why?

- If water service is on at the curb and available to the property, a minimum charge will apply.

If I need to make repairs, whom do I call to have my water turned off and on?

- Contact Customer Service at 740-670-7940. It is illegal to tamper with the curb box valve.

Who do I call to report a water main break?

- Contact Customer Service at 740-670-7940 between the hours of 8:00am and 4:30pm on normal business days. Otherwise, call 740-349-6765.

What can I do to keep my water pipes from freezing this winter?

- Extremely cold weather can cause your water lines to freeze or your internal plumbing lines to burst. Here are a few things you can do to help minimize the risk: Keep areas with exposed pipes warm; wrap water lines in unheated areas with pipe insulation or blankets; open a tap and let the water run in a continuous stream about the size of a pencil. The amount of money you spend taking precautions will be relatively small compared to the cost of repairing damaged lines.

Will the City fix my water service line if a leak occurs underground?

- No. The water service line is on your private property. The property owner is responsible for their water service from the curb box valve to the meter. The City will maintain the meter.

Why am I being charged stormwater on my bill and what is the money used for?

- All residences and businesses pay into the stormwater fund because it is for citywide maintenance, repair and improvements to the stormwater system. This fee pays for stormwater infrastructure maintenance such as: street sweeping, catch basin repair, pipe and ditch cleaning, flood control and stream maintenance. It also pays for new stormwater projects such as stormwater flood prevention infrastructure. Flooding decreases property values in affected areas, so maintaining good flood prevention infrastructure helps the City's property values. This Stormwater Utility is covering the environmental compliance requirements that the City of Newark is responsible for and without it would be in violation of EPA mandates.

What do I do if sewer is backing up in my house?

- Immediately contact Customer service at 740-670-7940 between the hours of 8:00am and 4:30pm on normal business days. Otherwise, call 740-349-6765. The City will make sure our sewer main is not plugged. If the City sewer main is clear, you will then need to contact a plumber for service of your sewer lateral. A sewer back-up rider on your homeowners or renters insurance policy is your best protection in case of damage to your property. Ohio law holds municipalities to very limited liability due to sovereign immunity. A municipality is only liable for a condition which it fails to correct in a reasonable time.