



City of Cleveland Division of Water
 1201 Lakeside Avenue
 Cleveland, OH 44114-1132

[DATE]

[NAME]
 [ADDRESS]
 [CITY, STATE, ZIP CODE]

Account Number:
 Service Address:
 Delinquent Balance:

Dear [NAME],

FINAL NOTICE

Water service to this property will be terminated as a result of non-payment on this account. To continue your service, a payment for the entire past due amount must be made immediately. Payments can be made online at www.clevelandwater.com, over the phone at (216) 664-3130, or in person at the Carl B. Stokes Department of Public Utilities Building, 1201 Lakeside Avenue in Cleveland. When making a payment online, please ensure to also speak to a Customer Service Representative at (216) 664-3130 so we may note your account that payment has been made.

If payment for the entire past due balance is not received, water service will be terminated on or after [DATE]. If we disconnect your water service, the entire amount owed will be due, including the current balance, before we can restore your service.

To discuss payment options for your account, please call (216) 664-3130 to speak with a Cleveland Water Customer Service Representative.

If this is a residential property and you are the property owner, OR you are a resident with an approved Cleveland Water Tenant Agreement, and you dispute the scheduled termination of water service, you may be eligible to request a hearing before the Water Review Board. A written request must be submitted within ten (10) days of the receipt of this notice in person or via mail to Water Review Board, 1201 Lakeside Avenue, Cleveland, Ohio 44114 or by fax at (216) 664-4007. If you are a tenant, you will need to submit proof of residency for the disputed period (such as an electric, gas or cable bill) with your written or faxed request. Hearings cannot be requested by telephone.

If you are a resident with a lease for the property and the property owner has failed to make payments, you may sign a Tenant Agreement with Cleveland Water to assume responsibility for payments to future bills in order to avoid disconnection. A deposit may also be required. Only one person can receive a bill for a meter. To request a Tenant Agreement, please speak to a Customer Service Representative at (216) 664-3130.

Thank you for your prompt attention to this matter.

Sincerely,

Cleveland Water
 Phone: (216) 664-3130

▼ Return this portion with payment. Make check payable to City of Cleveland Division of Water. Do not send cash. ▼



City of Cleveland Division of Water
 PO Box 94540
 Cleveland, OH 44101-4540

Account Number	Due Date	Amount Due	Amount Enclosed

[NAME]
 [ADDRESS]
 [CITY, STATE, ZIP CODE]

City of Cleveland Division of Water
 PO Box 94540
 Cleveland, OH 44101-4540



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.