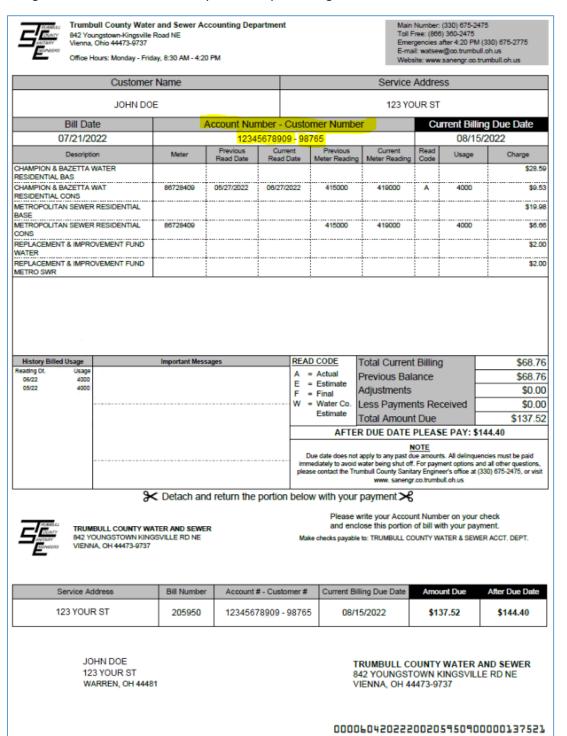
Notice of Change to Bills and Account Number

The Trumbull County Water and Sewer Accounting Department is moving to new billing software. You will see changes to your bill, and to your account number. Your Account Number currently consists of 15 digits. Your bills also display a 14-digit "Online ID". With the new system, you will have an 11-digit Account Number which will be the same as the first 11 digits of your existing account, and a new, 5-digit Customer Number.

If water usage applies, your bill will itemize the base water amount, followed by a metered consumption charge over and above the base. If sewer usage is applicable, it will also itemize the base sewer amount, followed by a usage charge over and above the base. The sewer usage charge is based on water consumption calculated from readings measured by either our water meter, or your municipality's meter. You will also see RIF (Replacement and Improvement Fund) charges, and some customers may have a capital charge.



How will the change to my account number affect me?

If you pay by personal check, money order, or cash, and return your new bill stub with your remittance, or subscribe to our free Auto-Pay program, you should not notice any significant change. HOWEVER, if you pay online or by phone, you will need to enter both the Account and Customer numbers. If you wish to pay using our online payment service, powered by Paymentus, click here for instructions on linking your Water and Sewer account. As before, you will be charged a \$2.95 convenience fee for this service. If you pay by phone, you will need to enter your Account Number and Customer Number combined as one 16-digit number. The \$2.95 convenience fee also applies to this payment method.

If you choose to pay through your own financial institution or online bill-pay service, you will need to enter your Water and Sewer Account Number, a hyphen (-), and your Customer Number together, with no spaces. For instance, if your new bill looks like this -



Trumbull County Water and Sewer Accounting Department 842 Youngstown-Kingsville Road NE Vienna, Ohio 44473-9737

Office Hours: Monday - Friday, 8:30 AM - 4:20 PM

Main Number: (330) 675-2475
Toll Free: (866) 360-2475
Emergencies after 4:20 PM (330) 675-2775
E-mail: watsew@co.trumbull.oh.us
Website: www.sanengr.co.trumbull.oh.us

Customer Name JOHN DOE		Service Address 123 YOUR ST		
07/21/2022	123456789	12345678909 - 98765		08/15/2022
and the state of t	Province O	errant Provinces	Current	Read

enter your account number as 12345678909-98765. Notice that there are no spaces in this example.