

## FAIRFIELD COUNTY UTILITIES

6670 Lockville Road  
Carroll, OH 43112

(614) 322-5200 (740) 652-7120  
Fax (614) 322-5203 (740) 652-7129

**Tony J. Vogel, P. E.**  
Director of Utilities/Sanitary Engineer



## Board of County Commissioners

Mike Kiger  
Commissioner

Steven A. Davis  
Commissioner

Dave Levacy  
Commissioner

## Fairfield County Utilities Acquisition of Greenfield Water & Sewer District “Frequently Asked Questions”

### **Will my rates increase as result of this merger?**

No, the rates will NOT go up due to this merger.

### **Will my bills change?**

No, the bills will be the same as Fairfield County Utilities currently handles billing.

### **Where can I pay my bill?**

You can pay your bill at 6670 Lockville Road, Carroll, Ohio 43112, or Fairfield National/Park National bank locations **on or before** the due date.

### **What are your office hours?**

Our office hours are Monday thru Friday 7:30 am - 4:00 pm, excluding government holidays.

### **What method of payment do you accept?**

Fairfield County Utilities offers several convenient ways to pay your utility bill.

**By Mail or in Person:** Check, Money Order or Cashier's Check

**By Phone or Online:** Credit Card, Debit Card or E-Check

You can call Official Payments at 1-800-272-9829 or go online at [www.officialpayments.com](http://www.officialpayments.com). You will need the Jurisdiction **Code 4585**. (Convenience fee of \$5.95)

### **Do you have a night drop box?**

Yes, at 6670 Lockville Road, Carroll. Located in the drive-thru.

### **What if I need financial assistance?**

The following agencies provide financial assistance. Please contact them for eligibility requirements.

- Fairfield County 211 - 211 or 740-687-0500
- Lancaster-Fairfield Community Action - 740-653-4146
- Job & Family Services, Community Services - 740-652-7889
- Veteran's Service Commission - 740-652-7920

**If I am unable to pay my bill, can I get an extension?**

Yes, extensions can be provided. Please call our office at 740-652-7120 **before** your bill is delinquent to discuss your account with a Customer Service Representative.

**What if I have a returned check?**

A returned check fee of \$30.00 will be added to your account balance.

**Does Fairfield County Utilities offer any type of automatic electronic bill pay or direct withdrawal services from my bank?**

No, we do not have an automatic bill payment system setup for utility payments currently.

**If I set up a bill payment through my bank for my utility payments how long does it take to credit my utility account?**

Bill payment through a bank can take up to 7-10 business days before we receive the actual payment on your utility account. If you are delinquent or close to your due date, it is **not** recommended to have your utility bill paid through your bank bill pay system.

**When are meters read?**

All water meters are read monthly.

**Who do I call if I have an issue with my water or a sanitary back up?**

If you have an issue, please call the Utilities Department during regular business hours at 740-652-7120 or after hours call the Fairfield County Sheriff's office at 740-652-7900.

If you have a question that we did not address here, please feel free to contact our office for additional support.