



Non-Payment Plan Process

Residential Disconnection and Reconnection

Program Goals

To assist residents with paying their utility bills to avoid water shut off

Overview:

1. History of Water Affordability Task Force and Water Moratorium
2. Financial Assistance for Residential Customers
3. Utility Payment Process
4. Process for Non-Payment
5. Debt Forgiveness, Discount Programs & Payment Options
6. Outreach and Communication to Residents



Consumer Protection & Water Affordability

2020

- Monthly Billing
- CAP \$250 Grant Program
- Affordability Study
- Water Moratorium (COVID)
- Automated Meter Infrastructure (AMI) Project

2021

- Promise Pay
- Affordability Portal
- Debt Forgiveness Program

2022

- New Low-Income Rate (Raftelis)

2023

- \$2.7M federal Low-Income Household Water Assistance Program funds for delinquent accounts

2024

- Water Rate Affordability Program (WRAP) – 25% discount on water and sewer rates for low-income residents
- New: Billing System, Customer Portal, Bill Design

2025

- New payment options & 2 new kiosks
- Community technology workshops
- Promote Budget Billing & WRAP

Financial Assistance for Residential Customers

The Division of Public Utilities has implemented a **multi-layered customer support framework** designed to:

- **Prevent service disconnections**
- **Reduce long-term delinquency**
- **Increase payment compliance**
- **Strengthen program integrity**
- **Modernize service delivery**
- **Protect vulnerable populations**

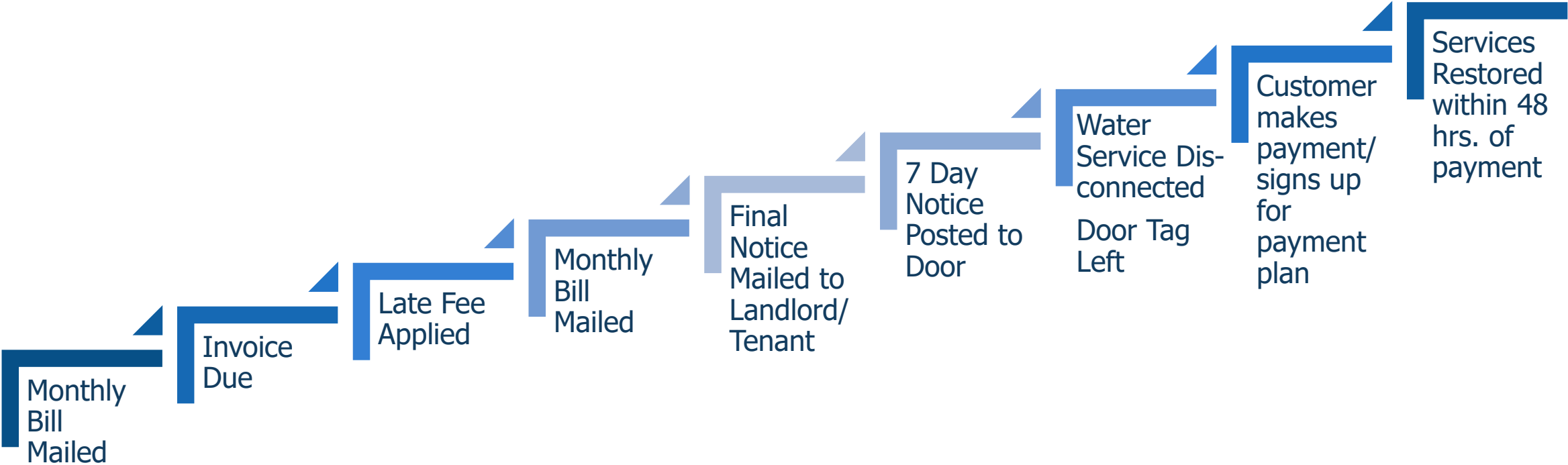
To provide both **immediate relief and long-term account stability** for Toledo residents, this framework combines:

- **Rate discounts**
- **Direct grants**
- **Structured payment options**
- **Digital modernization**
- **Expanded payment access**
- **Strategic community partnerships**
- **NEW Amnesty Program**

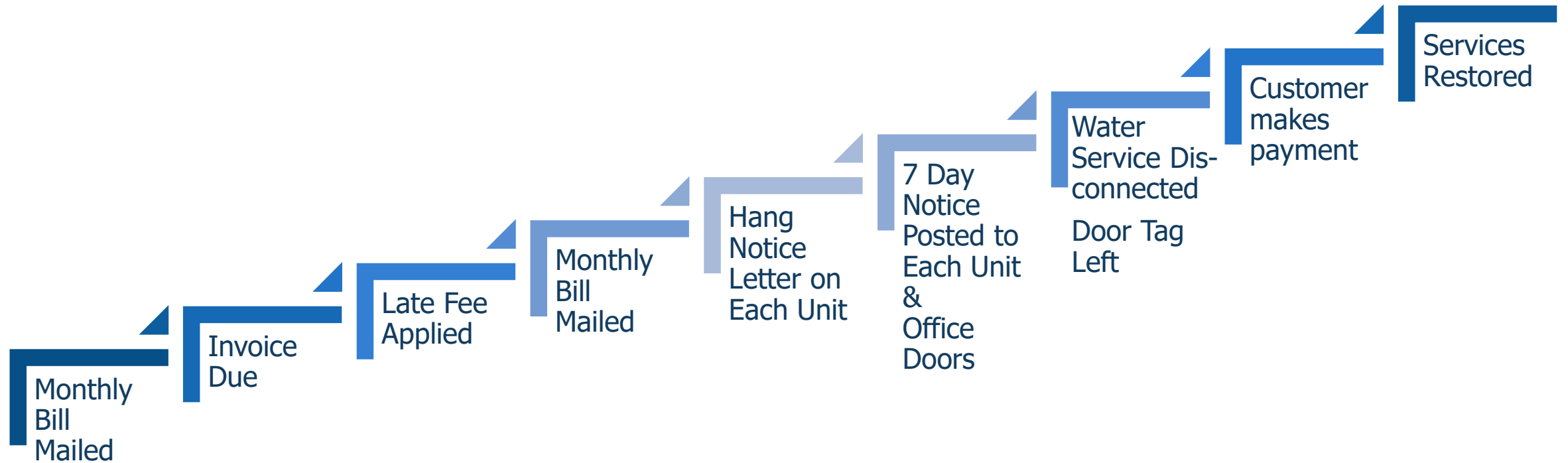
Payment Received by Due Date



Process for Non-Payment Single-Family



Process for Non Payment Multi-Unit* Customer



* 5+ units

Communication with Residents

Goal: Prevent Water Service Disconnection

- Monthly Invoice **Mailed**
- **Notice** of non payment on next monthly bill **Mailed**
- Final Notice and 8-day occupant Letter **Mailed**
- 7-Day **Action Required!** Door Hanger **Posted on Property**
 - **Encourages payment or installment plan to maintain service**
- Water Disconnected/ How to be Reconnected Tag **Posted on Property**



WARNING

Action Required!

Due to non-payment, water service at this address is **subject to disconnection** without further notice **one week from today**.

To avoid disconnection, **pay your account in full** or enroll in an approved payment plan immediately.

Please **call the number below** during the hours listed for help making payments or enrolling in a payment plan.

If your service is disconnected, **you will be required to pay** a security deposit in addition to the outstanding account balance **in order to restore service**. Same-day reconnects aren't guaranteed.

419-245-1800

Monday - Friday 7 a.m. to 5:30 p.m.

toledo.oh.gov/disconnection

Visit for more information about payments.

toledo.oh.gov/myTOL

Visit your online account portal.

Disconnection for Non-Payment

Goal: Collect Past Due Balances

Important Info:

- **Disconnection** door tag is left informing customers where to call and how to restore service.
- Can pay full balance or begin installment plan
- Water Distribution restores services within forty-eight (48) hours



NOTICE

Disconnection

Date: _____

Service Address: _____

Your water service has been disconnected due to non-payment.

To restore your water service, you must **pay your account in full** or enroll in an approved payment plan.

Then **call the number below** during the hours listed. Water will be turned on in the order that calls are received. Same-day reconnects aren't guaranteed.

419-245-1800
Monday - Friday 7 a.m. to 5:30 p.m.

toledo.oh.gov/disconnection
Visit for more information about payments.

toledo.oh.gov/myTOL
Visit your online account portal..

Residential Disconnections Resume June 1

Goal: Prevent Water Service Disconnection

- Targeted communication to groups
- Begin with 102 remaining of 312 who were disconnected before moratorium

Goal: Collect Past Due Balances

- Installment plans

Residential Past Due Accounts

Active Residential Accounts = 93,341*

Residential Delinquent Accounts = 15,594 (17%)

* As of April 15, 2026

<u>\$1,000 and Under</u>	<u>7,451</u>
<u>\$1,000 and \$4,999</u>	<u>6,574</u>
<u>\$5,000 and \$9,999</u>	<u>1,309</u>
<u>\$10,000 and Up</u>	<u>260</u>

Delivering the Message

- ❖ City of Toledo Website and Social Media
- ❖ My TOL Customer Portal
- ❖ Text and Email Messaging
- ❖ Bill Inserts
- ❖ Utility Bill Messaging
- ❖ Local Outreach Events
- ❖ Sponsorships with University of Toledo and Area Office of Aging
- ❖ Quarterly Meetings with area agencies
- ❖ Staff Outreach Team





Thank you.

➔ toledo.gov