

BILLING ISSUES WITH MAIL: This post is not intended as a negative to our local post office, rather the postal service in places we have NO control over. I wish to encourage all our residents that use the US Mail for payments to please do so as early as possible!

WE ARE NOT GETTING THE MAIL BACK IN FALMOUTH FROM CINCINNATI IN A TIMELY MANNER!

As most of you are told, we take ALL utility bills to the post office on the last day of each month. ONCE THEY LEAVE OUR OFFICE-IT IS OUT OF OUR CONTROL AS TO WHEN THEY ARE DELIVERED. We were told it takes 2-3 days turnaround time for those bills to return from Cincinnati. In some cases, it may take longer or not at all.

Therefore, if you mail a payment, the same 2-3 day turnaround time will prevail. PAYMENTS MAY NOT GET TO US ON OR BEFORE THE due dates and/or before penalties are applied (which is set by City Ordinance). YOU must plan accordingly.

I encourage the use of our drop box to ensure your payments are on time.

If you do not have your bill by the 4th or 5th of the month, CALL THE OFFICE!!! We can give you the amount due over the phone. Your payment can still be made via check, cash, money order in our secure drop box. We ask that you reference your address or account number to ensure it gets posted to the correct account. THE BILLS STATE ON THE BACK: NON RECEIPT OF BILL DOES NOT EXCUSE PAYMENT!

You are encouraged to register your account online via our website. WE MUST HAVE A VALID EMAIL ADDRESS ON YOUR ACCOUNT. You are NOT obligated to pay online-but you will be able to view your bill on the 1st of every month if registered. If you opt for E-Billing notification, your bill can be emailed to you.

These are all options to assist you in getting the bills and making the payments in a timelier manner rather than relying solely on the postal service. We will do what is within our power to assist but you must also take responsibility as well.