

UTILITY NEWS JUNE 2023



An Innovative Community; Authentically Hometown

JUNE SHUT-OFFS

If your bill has a balance forward amount listed, your water may be up for shut-off. Any account with an unpaid amount from the April 15th bill will be shut off on June 6th & 7th. Please make sure to get your payment to us by June 5th to avoid shut-off and the \$40.00 non-payment fee.

2022 ANNUAL CONSUMER CONFIDENCE REPORT

The City of Mount Vernon is pleased to provide you with our 2022 Annual Consumer Confidence Report. The report is available at <https://mountvernonohio.org/wp-content/uploads/2023/05/2022-City-of-Mount-Vernon-CCR-Water-Quality-Report.pdf>

REQUESTS FOR MAKING CHANGES TO AN ACCOUNT

Please note that written messages on payment stubs are not acceptable forms of communication with the billing office. If you need to make a change to your account, please call the office at 740-393-9504 or put your request in written letter form and return it to the office at 3 N. Gay Street, Suite B, Mount Vernon, OH 43050.

ONLINE PAYMENT PORTAL (INVOICE CLOUD) HINT

When finishing the payment process, be sure to click in the box next to "Agree to the Terms" directly above the green "Process Payment" box.

POOL CREDITS

If you plan to fill a pool, and this is your first time doing so, please be sure to have your backflow preventer verified by our office before filling.