



**CITY OF WILLARD
FINANCE DEPARTMENT**

Frequently Asked Questions:

Q: How can my water bill be the same amount every month?

A: Water bills are the same every month because the City of Willard only bills in even thousands of gallons, letting the 100's accumulate until they equal 1,000. If you are a very consistent user, your bill will be the same every month. Occasionally your usage will increase because the accumulated 100's will cause your meter to roll over another 1,000 and your bill will be higher.

Q: Why is my water bill so high?

A: If your water use is higher than normal there are two reasons for this.

1. You actually did use the water.
2. You have a leak. You probably do not realize that a dripping faucet or other unsuspected leaks may be the cause. Water at 40 pound pressure and a 1/16" leak wastes approximately 600 gallons in 24 hours. And a 1/8" leak wastes approximately 2500 gallons in 24 hours. Turn your water off everywhere in the house. Then watch the meter. If a RED dial or number is moving you have a leak somewhere!

Check...

Toilets. Take the tank lid off and flush. The water level should come up to about a half inch below the overflow pipe. Gently bend the float arm down, if necessary, so the valve shuts off the water at that level. If the valve is worn it will run like a leaky faucet and have to be replaced.

Faucets and Pipes. Most leaks result from worn washers in household faucets. Turn off the water supply line to that faucet, replace the washer and turn on the line again. If you do not feel comfortable doing these repairs yourself, call a plumber. The cost of a plumber will be less than the cost of the leak.

Q: What do I need to do to sign up for a water account?

A: You should come to the service desk and sign an application. We require two forms of ID, one being a picture ID and the other can be any other form of ID with your name on it (i.e. Social Security Card, credit card, library card). If you are renting, there is a \$110.00 charge, payable in advance. Ten dollars of this amount is a service charge for setting up the account and is not refunded. The remaining \$100.00 is the deposit which is posted to your account and applied to your final bill when you move. If your final bill is less than your deposit, that amount will be refunded to you later in the month. If you are buying a home, you pay only the \$10.00 service charge.

Q: There are two amounts on my water bill, how do I know which amount to pay?

A: The amount highlighted in Yellow is the amount you would pay on or before the 18th of the month. If you are paying your bill after the 18th of the month, a 10% penalty is added to your bill which is the higher amount you will see on your bill.

Q: Why am I charged a \$30 turn off fee if my water isn't actually turned off?

A: It is not possible for the City to turn off all non-paying customers at the same time, so if your bill is unpaid by the turn off date (typically the 24th of the month), you will be charged the \$30 fee and will be subject to turn off.

Q: What if I can't pay my bill before the turn off date? Can I avoid the turn off fee?

A: Yes. You may sign a "promise to pay" form which will allow you to extend the due date of your current bill* as far out as the 18th of the following month. If you rent, your landlord also needs to sign this form. *We do not allow promises to be signed on prior month balances.

Q: Do you accept Credit/Debit Cards?

A: Yes we accept credit and debit cards. Customers are charged a small convenience fee when paying with a card. You may pay with your card in one of three ways:

1. In person at the front service desk only. Due to new credit card laws, the customer is to be in possession of the card at all times, therefore we are no longer able to accept cards at the drive thru window.
2. By calling in your payment to City Hall at 419-933-2581.
3. Online through the City of Willard Website. You will see a link on the front page to pay your

Q: Do I need a permit to have a garage or yard sale?

A: Yes, if you live within the limits of Willard. The permit is free and is good for 3 consecutive days. You are allowed 3 sales per year with at least one day in between each sale. The permit can be obtained at the service desk in City Hall.