



New Water and Sewer Customer Welcome Packet

Contact info:

Village Hall: 330-938-9340

Water Department: 330-938-6144

Email: water@sebringohio.gov

Website: sebringohio.net

Office Hours:

Monday – Friday 8 AM – 4:30 PM

Police and Fire Departments: 330-938-6114

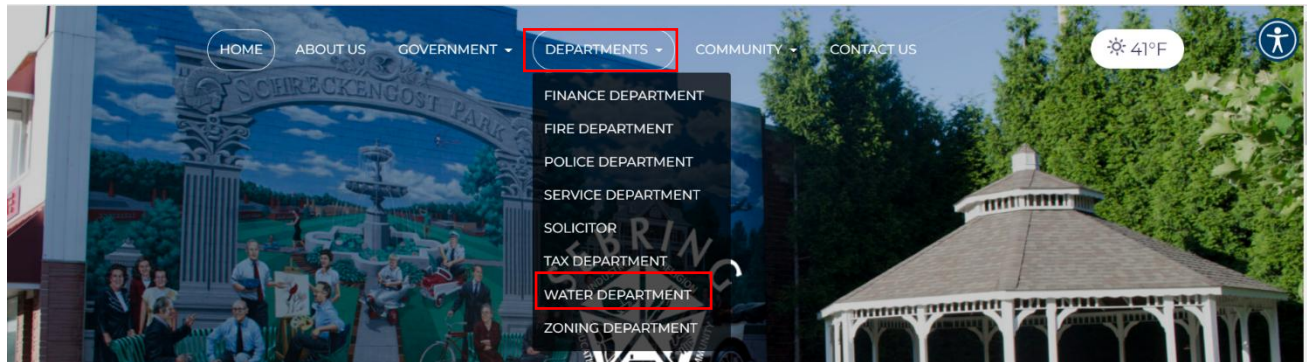
Emergency: 911

Please don't hesitate to reach out with any questions.

How to pay your bill:

- Drop payment off at the office window
- Drop payment in the drop box located in the hallway of the police department
- Make a payment on our website: sebringohio.net

#1 Click on Departments, then click Water Department.



#2 Scroll down till you see “click here to make an online payment”

Click here to make an online payment

The Village of Sebring is now offering an **online payment option** for water bills. Customers can register their account, which allows for quick payment while also providing the ability to view electronic payment history and balance due. Registration also allows customers to manage multiple billing accounts, set up auto-pay or recurring payments and save payment methods.

#3 Sign in or make an account and enter the amount you’ll be paying.

A screenshot of the Sebring Ohio website's login and registration page. The page is divided into two main sections. On the left, under the heading "Already have an account? Please log in", there are input fields for "Email" and "Password", each with a red prompt below it: "Enter an Email Address" and "Enter a Password" respectively. A blue "LOG IN" button is at the bottom of this section. On the right, under the heading "Don't have an account? Create an account", there are two buttons: "REGISTER NOW" (blue) and "QUICK PAY" (green). Below these buttons, a line of text says "By registering for our payment service, you can:", followed by a bulleted list of benefits: "Pay by credit card" (with a sub-bullet "Credit/Debit are free."), "Make payments in 3, quick steps", "View electronic payment history", and "View balance due". A large grey circle with the word "OR" is positioned between the login and registration sections.

Ways to help with quarterly billing:

Bills are sent out quarterly which makes it hard for some to pay in full on the due date. Here are some ways to help:

1. You can make payments anytime on your own and payments will be credited to your account. Many people average their bills and pay toward their balance every month or every paycheck and then pay the remainder when the bill is due. There will be no late fees if the balance is paid ahead and/or by the billing due date.
2. A payment plan is generated when the billing goes out each quarter with three future payments. The first is due by the billing due date, the second payment due three weeks later, and the third due three weeks after that. The first will be a larger payment with no late fee if paid on time. The second and third payment do have a 10% penalty on balance. This needs to be set up prior to quarterly billing going out. Please call 330-938-6144 to set up.

We take credit cards, cash, and checks. You may also call in with payment. A drop box is available at the police department 24/7.

Please call 330-938-6144 with any questions

Example of your bill:

MUNICIPALITY OF SEBRING WATER AND SEWER DEPT.
135 East Ohio Ave. • Sebring, Ohio 44672 • Ph. (330) 938-6144

ACCOUNT SERVICE AT DATES 01943-001 06/30/25
835 N JOHNSON RD
03/07/25 THRU 06/06/25 ← Service Dates

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
ALLIANCE OHIO
PERMIT NO. 1000
RETURN POSTAGE
GUARANTEED

SVC.	PREVIOUS	CURRENT	USAGE	CODE
UW	345	349	4 A	
WATER				147.92
SEWER				187.36

2024 Consumer Confidence Report at:
<http://pit.ly/HfRuA9>
Use account # on bill when submitting payment.

BILL DATE	06/30/25	← Date Bill Sent Out
AMOUNT DUE	33.53	← Amount Due
DUE DATE	36.88	← Amount Due After Due Date
DUE AFTER	07/31/25	← Due Date

RETURN THIS STUB WITH PAYMENT

01943-001

DUE AFTER	36.88	DUE NOW	33.53
	07/31/25		

RETAIN THIS PORTION FOR YOUR RECORDS

835 N JOHNSON RD
SEBRING, OH 44672-1013

Water Meter Reading:

Water meters are read the first weeks of March, June, September, and December.

The billing schedule is as follows:

JANUARY QUARTER

WATER BILLS MAILED 1ST WEEK
OF JANUARY

DUE DATE: JANUARY 31ST

APRIL QUARTER

WATER BILLS MAILED 1ST WEEK
OF APRIL

DUE DATE: APRIL 30TH

JULY QUARTER

WATER BILLS MAILED 1ST WEEK
OF JULY

DUE DATE: JULY 31ST

OCTOBER QUARTER

WATER BILLS MAILED 1ST WEEK
OF OCTOBER

DUE DATE: OCTOBER 31ST

If you would like to compare your reading with the billing, you can do the following:

1. Write down or take a picture of your meter numbers during these months. You will need to open the lid on the top of the meter.
2. The meter will flash through several screens. If you need the reading screen, close and open the lid again.



READ METER HERE FROM LEFT TO RIGHT

3. When you get the bill, look at the readings as below to compare.

SVC.	PREVIOUS	CURRENT	USAGE	CODE
W	439	447	8	A

2026 RATES

Gallons	Water Rate	Sewer Rate	Storm Water	New Rate
2,000	70.07	112.41	4.50	186.98
3,000	79.42	112.41	4.50	196.33
4,000	88.78	112.41	4.50	205.69
5,000	97.20	112.41	4.50	214.11
6,000	105.62	120.19	4.50	230.31
7,000	114.05	127.97	4.50	246.52
8,000	122.47	135.75	4.50	262.72
9,000	130.89	143.53	4.50	278.92
10,000	139.32	151.31	4.50	295.12
11,000	147.74	159.09	4.50	311.33
12,000	156.16	166.86	4.50	327.53
13,000	164.59	174.64	4.50	343.73
14,000	173.01	182.42	4.50	359.93
15,000	181.43	190.20	4.50	376.13
16,000	189.85	197.98	4.50	392.35
17,000	198.28	205.76	4.50	408.54
18,000	206.70	213.54	4.50	424.74
19,000	215.12	221.32	4.50	440.94
20,000	223.55	229.10	4.50	457.15
21,000	231.97	236.88	4.50	473.36
22,000	240.39	244.66	4.50	489.55
23,000	248.82	252.44	4.50	505.75
24,000	257.24	260.22	4.50	521.95
25,000	265.66	267.99	4.50	538.16
26,000	274.09	275.77	4.50	554.37
27,000	282.51	283.55	4.50	570.56
28,000	290.93	291.33	4.50	586.76
29,000	299.35	299.11	4.50	602.97
30,000	307.78	306.89	4.50	619.17
31,000	316.20	314.67	4.50	635.38
32,000	324.62	322.45	4.50	651.57
33,000	333.05	330.23	4.50	667.78
34,000	341.47	338.01	4.50	683.98
35,000	349.89	345.79	4.50	700.18
36,000	358.32	353.57	4.50	716.38
37,000	366.74	361.35	4.50	732.59
38,000	375.16	369.12	4.50	748.79
39,000	383.59	376.90	4.50	764.99
40,000	392.01	384.68	4.50	781.19
41,000	400.43	392.46	4.50	797.39
42,000	408.86	400.24	4.50	813.60
43,000	417.28	408.02	4.50	829.80
44,000	425.70	415.80	4.50	846.00
45,000	434.12	423.58	4.50	862.20
46,000	442.55	431.36	4.50	878.41
47,000	450.97	439.14	4.50	894.61
48,000	459.39	446.92	4.50	910.81
49,000	467.82	454.70	4.50	927.01
50,000	476.24	462.48	4.50	943.22

Water Rates -

Effective January, 2026 billing

5% increase over year 2025

2,000 gal. minimum = \$ 70.07

Next 2,000 gallon = \$ 9.35

5,000 gallon and over = \$ 8.42

Sewer Rates -

Effective January, 2026 billing

5% increase over year 2025

5,000 gallon min. = \$112.41

all over 5,000 gallon = \$ 7.78

Factories - \$31.45 per

employee per quarter on highest

number of employees

Storm Water Rates -

\$ 4.50 per quarter per residence

\$15.00 per quarter commercial

\$22.50 per quarter industrial

NOTE -

50% surcharge Beloit (Effective 1/1/22)

75% surcharge Smith Twp

75% surcharge Columbiana Cnty

Bulk Water Rate -

2024 = \$32.16 per 1,000 gallons

2025 = \$33.77 per 1,000 gallons

2026 = \$35.46 per 1,000 gallons

Water Rate Increases

5.00% - 2021 (effective)

5.00% YEARLY THEREAFTER (indefinitely)

Sewer Rate Increases

5.00% - 2021 (effective)

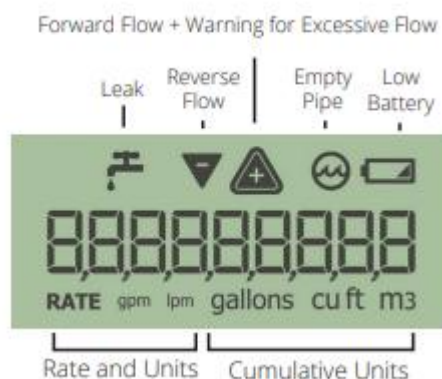
5.00% YEARLY THEREAFTER (indefinitely)

How to check your toilet for leaks:

Toilet leaks can be quite costly over the course of several months, and they will only get worse with time. If the toilet is not running at all and you want to make sure that it is not leaking, you can always perform the dye test. This simple test will show you your leak status in just 15 minutes. You only need a small bottle of liquid food coloring or some powdered drink mix (like Kool-Aid).

1. Remove the lid from the toilet tank and set it in a safe place far away from small children or pets.
2. Flush the toilet as you normally would and allow the water level in the tank to rise.
3. Place five or six drops of food coloring or empty the packet of drink mix into the tank of the toilet. Using a dark color, like blue or purple, will make this test more definitive.
4. Leave the bathroom for a few minutes, making sure that all members of the family know that you have an experiment underway.
5. Fifteen minutes later, return to the bathroom and take a peek at the water in the toilet bowl. If the dye has made its way to the toilet bowl, you have a leak. If you want to make doubly sure that your toilet is not leaking, wait an additional 15 minutes and check the toilet again.

Another way to check for leaks is to make sure there is no water running in your home (faucets, tub, washer, dishwasher, etc.) and look at your inside meter. It is important to familiarize yourself with the meter icons below:



If there is a leak, the faucet icon will be shown.

If your pipes freeze:

immediately turn off the water supply at the main shut-off valve, then locate the frozen pipe and apply heat to it gradually using a hair dryer, space heater, or electric heating pad while keeping the faucet connected to that pipe open to allow water to flow and relieve pressure; if you can't locate the frozen section or are unable to thaw it safely, call a licensed plumber.

Key points to remember:

- **Turn off the water:**

This is crucial to prevent further water from entering the frozen pipe and potentially causing it to burst.

- **Locate the frozen pipe:**

Look for areas where pipes are exposed to cold air, like exterior walls or under sinks.

- **Apply heat slowly:**

Use a safe heat source like a hair dryer or space heater, and never use an open flame like a torch.

- **Keep the faucet open:**

This allows the water to flow as it thaws, helping to melt the ice.

- **Call a plumber if:**

- You can't find the frozen pipe
- The pipe is inaccessible
- You suspect a burst pipe
- You are unable to thaw the pipe safely

Do not:

- Use a blowtorch or other open flame
- Leave the heat source unattended
- Try to force water through a frozen pipe by rapidly turning the faucet on and off

Other Resources:

Electric:

 Ohio Edison > Customer service :

1 (800) 633-4766



Gas:

 Columbia Gas of Ohio > Customer service :

1 (800) 344-4077



Tax Help:

ritaohio.com



Main Phone

800.860.7482

TDD 440.526.5332

Self-service phone options such as making a payment, checking refunds and estimates are available around the clock or you may speak with an agent during business hours, 8:00 am - 5:00 pm Monday - Friday. RITA offices are closed and agents are unavailable during certain **Holiday and Office Closures**.

Brecksville Office

Voice 440.526.0900
Fax 440.526.8813

Mentor Office

Voice 800.860.7482
Fax 440.922.3516

Xenia Office

Voice 800.860.7482
Fax 440.526.8813

Cleveland Heights Office

Voice 440.526.0900
Fax 216.382.5003

Worthington Office*

Voice 1.866.721.7482
Fax 888.329.0265

Youngstown Office

Voice 866.750.7482
Fax 330.743.3686

Trash:

Waste Management
(866) 513-1811

Republic Services
Garbage collection service
(330) 793-7676

Arrow Disposal
Garbage collection service
(330) 332-1176

Kimble Companies
(740) 695-3550

J & J Refuse Inc
(330) 455-7720

Envirowaste Services
Garbage collection service
(330) 525-7500