



Automated call designed to help avoid water service shutoffs

Release date: Tuesday, Aug. 31, 2021

Contact: Debra Hilton, Contact Center Administrator, 937-333-3514

The City of Dayton is adding automated calls to its methods of notifying customers of potential water service shut-off. Until now, customers with delinquent accounts received only mailed and/or hand-delivered warnings of potential service disconnection.

The City seeks to avoid service shutoff when possible, and it is hoped that the recorded messages will prompt customers to make payments and payment arrangements as a means of keeping service connected.

The 50-second message provides property owners and/or residents with a three-day notice of impending service shut-off and informs customers of how to make payments to avoid service disconnection. Customers listening to the message can make immediate payments using credit or debit cards.

Customers with questions or needing to make payment arrangements should call 937-333-3550.

Routine bill payments may be made at paydaytonwater.com, at the City Hall customer service center (101 W. Third St., main floor, 8 a.m. to 5 p.m.), by phone at 937-333-3550, or at CVS and Family Dollar stores in Dayton.

###

FOLLOW US



Visit the City of Dayton newsroom