



Notice!

On March 13, 2020, Mayor Nan Whaley suspended the shut-off of water service due to the inability to pay for Dayton Utility residential customers. This action protected citizens and ensured access to clean drinking water during the COVID-19 emergency. The Governor, along with the Ohio Environmental Protection Agency (OEPA), also issued notices to public utility organization on March 31, 2020, to suspend shut-off of utilities, including water until further notice during the State of Emergency Orders.

During this time, the City continued sending shut-off notices to our utility customers; however, customers were informed they could disregard them until the suspension is rescinded.

The OEPA has notified the City that the suspension of water shut-offs will be rescinded on July 10, 2020.

This Notice is to inform all City of Dayton Water Customers that the City will resume shutting off delinquent accounts on Tuesday, July 14, 2020.

Effective Immediately:

DO NOT disregard delinquent notices or shut-off notices. These notices will be enforced according to the City's regular policies and procedures.

Please make a payment on any outstanding unpaid past due balance to avoid the disconnection of water service. Payments can be made online at paydaytonwater.com, by phone by calling 937-333-3550, by US mail, and cash payments can be made at Family Dollar and CVS stores. Beginning July 6, 2020, in-person payments can be made at City Hall located at 101 W. Third St. (FACE COVERINGS ARE REQUIRED TO ENTER THE BUILDING)

Please contact the City of Dayton's Call Center at 937-333-3550 if you have any questions or need assistance to ensure your water service is not interrupted.

You may qualify for special payment options or financial assistance.