

City of Cleveland Heights Public Works Department

Utilities Administration - FAQs

1. **Who can I contact for better rates on Natural Gas and Electric utilities?**

Please contact NOPEC at 1-855-667-3201 or www.nopec.org/enrollment.

2. **Where is the Utility Billing office located and what are the business hours?**

Located at City Hall Lower Level, 40 Severance Circle, Cleveland Heights, OH 44118. The business hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.

Note: City Hall will be closed in observation of all major holidays, which includes Juneteenth and Veteran's Day.

3. **Why am I billed for water and sewerage from Cleveland Heights, Cleveland Water and Northeast Ohio Regional Sewer District (NEORS)?**

All Cleveland Heights residents are required to pay for water, sewer, and local sewer charges.

Water service charges are only billed by the Cleveland Water Department. Sewer service charges are only billed by NEORS. Local Sewer (maintenance and repairs) service charges are only billed by Cleveland Heights Utilities Department.

NEORS bill consist of water that exits your house through pipes that must be chemically treated at the sewer plant before it is returned to the lake.

Cleveland Heights Utility bill consist of all maintenance and repairs of the sewer mains in Cleveland Heights only. The catch basins and manhole covers are also maintained by the city. Water services are handled by Cleveland Water and can be reached at 216-664-3130 or websiteinquiries@clevelandwater.com.

4. **Why am I billed a landfill fee, what is the cost and can I be exempted from services?**

This per-unit fee helps us address the high costs of rubbish disposal. The cost is **\$17.60** per month per unit, and **\$9.10** per month per unit if part of the Homestead Exemption. This fee can only be exempted for commercial properties that has their own private hauler company.

Note: If a commercial property has their own private hauler and want to be exempt from services and charges, that request along with documented proof (i.e. service agreement) must be submitted to our office via email utilitydept@clevelandheights.gov or mail:

Cleveland Heights Utilities Department
40 Severance Circle
Cleveland Heights, OH 44118

5. **What is the local sewer rate and how is it calculated?**

The local sewer rate is **\$4.345** per 100 cubic feet, which is based and calculated on water consumption used.

If part of the Homestead Exemption or Affordability Program, the rate is **\$2.607** per 100 cubic feet.

6. **How often is the Cleveland Heights Utility bill?**

This bill is generated quarterly. Bills are normally mailed out at the very end of January, April, July, and October.

7. **Are there any discount programs for local sewer and landfill charges?**

Yes. The Cleveland Heights Utilities Department offers the Homestead Exemption to seniors 65 years or older or permanently disabled owner-occupied homeowners with an annual income of **\$41,000** or less, and the Affordability Assistance Program to owner-occupied homeowners that household income is at or below **200%** of the poverty level.

Must be qualified and approved by Cleveland Water or Northeast Ohio Regional Sewer District in order to apply with the Cleveland Heights Utilities Department.

You may apply online by visiting:

<https://www.clevelandheights.gov/Homestead-Sewer-Rate-Application> for the Homestead Sewer Rate Application

<https://www.clevelandheights.gov/Sewer-Affordability-Application> for the Sewer Affordability Application

For more information, contact the Cleveland Heights Utilities Department at 216-291-5995 (**Utility Billing Option**) or email utilitydept@clevelandheights.gov.

8. **My water bill is much higher this month than last. Why?**

You may have a water leak. Contact Cleveland Water Department at 216-664-3130 or websiteinquiries@clevelandwater.com for further investigation.

9. **How can I pay my utility bill?**

You may pay your utility bill through the following options by:

- Telephone at 216.291.5995 (**Option 1**)
- Mail stub along with Check / Money Order to the Cleveland Heights Utilities Department, 40 Severance Circle, Cleveland Heights, OH 44118
- Place stub along with Check / Money Order in City Hall Drop Box (in front of City Hall)
- Visiting online at www.clevelandheights.gov/Pay-Your-Local-Utility-Bill

10. **Can I pay for my water, sewer and utility bill together?**

No. Your water and sewer bill must be paid to the Cleveland Water Department. You may visit www.clevelandwater.com or call 216-664-3130 to learn payment options. Cleveland Heights Utility bill can only be paid to Cleveland Heights.

11. **What is the CID Number on my bill?**

The CID Number is your account unique identification number for online registration purposes.

12. **What is the difference between Previous Balance and Balance Prior to New Charges on my bill?**

The Previous Balance is the amount billed the previous quarter. The Balance Prior to New Charges is the balance that is currently past due.

13. **Does the Cleveland Heights Utilities Department offer any payment plans?**

No. The Utilities Department does not offer payment plans.

14. **I never received my Cleveland Heights Utility bill. Why?**

You may not receive your bill due to one of the following reasons:

- You may have registered your account with our online customer portal and opted out of paper bills. Please visit our website to review account at: <https://clvhts.authoritypay.com>.
- The mailing address on file is not current. Contact our office to have the mailing address updated at 216-291-5995 (**Utility Billing Option**) or utilitydept@clevelandheights.gov.

15. **If my sewer backs up into the basement, whom do I contact?**

You can contact the Cleveland Heights Utilities Department at 216-291-5995 (**Option 2**) or sewer@clevelandheights.gov. There is a **\$100** sewer cleaning fee assessed for services during regular business hours from 7:30 a.m. to 2 p.m.

If you are part of the Homestead Exemption, the fee will be reduced to **\$50**.

Note: We can only clean the sewer if there is a clean-out on the floor in your basement, or a test tee in your lawn.

16. **How can I find out if I am eligible for a discount on my local sewer charge for lawn sprinkling?**

Call Northeast Ohio Regional Sewer District (NEORS) at 216-881-8247 or go online at www.neorsd.org to apply electronically.

Cleveland Heights does not offer the summer sprinkling program.

17. **If I fill my swimming pool, will I be billed for Local Sewer?**

Yes. Sewer charges are based upon water consumption.

18. **How can a tenant assume responsibility for the Cleveland Heights Utility Bill for Local Sewer and Landfill charges?**

Cleveland Heights Utilities Department no longer bill tenants. All bills and charges are solely the responsibility of the property owner.

Water services are handled by Cleveland Water and can be reached at 216-664-3130 or websiteinquiries@clevelandwater.com.

19. **There is water coming up into the street. Who should I contact?**

Water services are handled by Cleveland Water and can be reached at 216-664-3130 or websiteinquiries@clevelandwater.com.

20. **I have a problem with low water pressure. Whom do I call?**

Water services are handled by Cleveland Water and can be reached at 216-664-3130 or websiteinquiries@clevelandwater.com.

21. **There is a damaged manhole cover or catch basin on my street. Whom do I contact?**

Please contact the Cleveland Heights Sewer Department at 216-291-5995 (**Option 2**) or sewer@clevelandheights.gov.

22. What should I do if I lose or need a copy of my utility bill?

Contact the Cleveland Heights Utilities Department at 216.291.5995 (**Utility Billing Option**) or utilitydept@clevelandheights.gov. We recommend registering your account online at www.clevelandheights.gov/Pay-Your-Local-Utility-Bill to review, print, or pay your bill 24/7.

23. To correct a misspelled name or correct a mailing address on my Cleveland Heights Utility bill, what number should I call?

Please contact the Cleveland Heights Utilities Department at 216-291-5995 (**Utility Billing Option**) during regular business hours from 8:30 a.m. through 5 p.m. or utilitydept@clevelandheights.gov.

24. How can I find out my waste and recycle collection schedule or day?

You may contact the Public Works dispatcher at 216-691-7300 or visit www.clevelandheights.com/Collection-Schedule, enter and search your property address, and information about your collection day will appear.

25. I am selling or purchasing a property in Cleveland Heights, how can I have my name added on or removed from the utility bill?

Please contact our office at 216-291-5995 (**Utility Billing Option**) or utilitydept@clevelandheights.gov **AFTER** the property has transferred **AND** have been recorded with the Cuyahoga County Recorder's Office.

26. I would like to request a water and/or sewer status, due to trying to sell property.

Cleveland Heights Utilities Department can only provide information regarding local sewer and landfill charges. Please contact via email at utilitydept@clevelandheights.gov to submit request.

To receive information regarding water and sewer charges status, please contact Cleveland Water Department at 216-664-3130 or websiteinquiries@clevelandwater.com.

27. My electrical power is out. Can anything be done?

Contact the Illuminating Company to report an outage by calling 1-888-544-4877 or visiting www.firstenergycorp.com.