

## The Village Voice

*The Village of Ada will be running informational articles about Village policies and services currently offered. These articles will be for informational purposes only, and further details and the complete Codified Ordinances may be found on the Village website, [www.adaohio.org](http://www.adaohio.org), or by calling the Village Water Office at 419-634-4045.*

### See a Previous Balance on Your Water Bill?

You go to pay your water bill by the 10<sup>th</sup> of the month, and you see a previous balance. You check your receipts, your checkbook, and you know you paid the exact amount of your bill. What could this previous balance be?

Often times, people pay a little extra on their water accounts, either on purpose or accidentally. If you see a previous balance with a minus (-) symbol in front of it, it is an indication that you had a credit on your account. Some examples of this credit include an overpayment, or an adjustment for the summer sewer credit for which many people have applied.

Some services, such as Brush Chipping, happen between the time your bill has been printed, and the day that it is due. For example, in June, Brush Chipping pickup happened on June 7<sup>th</sup>, but the bills had already been printed on May 26<sup>th</sup>. The charge for the pickup was put in your water account after the pickup took place. That created a previous balance on your bill.

Another explanation for a previous balance could be a tote removal fee. If your refuse (garbage and/or recycling) totes are left in the right of way or tree lawn area, they are moved by the Village and you are charged for the removal.

If you see a previous balance, and you KNOW you paid that bill, just give the Water Office a call at 419-634-4045. We can take a look at your account and let you know what is going on.