

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, or by calling the Village Water Office at 419-634-4045.

Changes coming to the Water Office

In an effort to better serve our customers, the Village Water Office is undergoing a few changes. Effective September 12, 2011, customers will be able to make all of their Ada water bill payments in the main water office. The payment window will be closed as of Monday.

If you have made your payments at the payment window in the hallway in the past, you may already know some of the inconveniences associated with standing at that window. It has been difficult to hear the answers to your questions, and you have been limited to waiting for one water clerk to assist everyone in line. If you have been asked to provide information to the clerk, you have often had to raise your voice in order to be clearly understood.

These problems will no longer be problems. As of Monday, you will be able to simply proceed into the main water office for all of your Village needs. Our office staff will be happy to assist you while you pay or inquire about your bill, set up new service, pick up permit applications, or any other business you need to conduct with the Village.

As with any change, we ask you for your patience and understanding as we make these changes to improve our service to you.