

News Release

City of Mansfield, Ohio

Timothy L. Theaker, Mayor



For Immediate Release

Date: December 10, 2020

Contact: Public Works Director Dave Remt

Subject: Utility Collections

Mansfield, OH--The City's Utility Collections Division, because of COVID 19 related issues, has been forced to modify its daily staffing level and accessibility to the public and customers which has caused some consternation with residents trying to contact the division and pay utility bills. In recent days, the City has endured system wide issues with its telephones; however, those issues have been resolved and telephone service has been restored. Although the Utility Collections lobby will remain closed to the public making in person payment unavailable, the City encourages customers and residents to pay their water and sewer bills via mail, the drop box on the side of the building or via the online payment option through the City's website www.ci.mansfield.oh.us by scrolling down the main page to a section entitled "To pay your water bill click here" and click the water drop. If this option is used a security warning may appear. The City's website is secure so please press the "advanced" and "continue" icons and proceed to pay your bill. The City is also working with its IT Division to develop other means of making other remote payment options available. As those are made available, further advisories will be issued. Also, in light of these actions, the City, beginning Monday, December 14 2020 and running through Monday, January 18, 2021, will have in place a moratorium on water shut offs because of account delinquencies. While charges presently due or accrued during this moratorium period will still be owed, any late fees accrued during such period will be waived. These are difficult and trying times for all. Situations are currently fluid. The City is committed to conducting itself responsibly and safely to both its citizenry and employees. With this in mind we asked all to be patience.