



DEPARTMENT OF INFRASTRUCTURE

HAMILTON, OHIO

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Contact Information

Hamilton Utilities Customer Service

Phone: (513) 785-7100

Email: customerserviceweb@hamilton-oh.gov

FOR IMMEDIATE RELEASE

July 13, 2020

On March 16, 2020, the City of Hamilton suspended disconnections for all utility customers to support public health and hygiene due to the COVID-19 pandemic. We understand that many residents and businesses may be facing unusual financial hardships caused by the pandemic.

Our teams have been committed to serving you. Many residents and businesses have contacted Customer Service to set up billing arrangements and ask how they can conserve and lessen bills. Thank you for reaching out to make arrangements during this time. Customer Service has been working closely with Supports to Encourage Low-Income Families (SELF), Salvation Army, the Home Energy Assistance Program (HEAP) and Butler County Veterans to help customers in need apply for assistance. We are thankful for the instrumental support these organizations provide to Hamilton residents.

The City's utilities and public works crews have been completing maintenance and repairs necessary to ensure reliable service for our community. Through the pandemic, these teams continue to replace water and natural gas mains, maintain sewers, replace electric poles and much more to ensure safe and reliable services are delivered to residents and businesses. As a part of your community, and as a provider of an essential service, we are determined to continue delivering the reliable utilities you need while helping to protect the health and safety of our employees, neighbors and everyone around us.

Moving forward together

The City of Hamilton is taking careful steps towards resuming business as usual while still supporting public health and hygiene during the COVID-19 pandemic. Here is what our residents and business can expect as we move into this next phase together.

Beginning July 13, 2020, we will resume disconnecting customers for non-payment. While disconnections were suspended, customers continued to receive notices of disconnection status through bill messages, door-hangers and calls from Customer Service. Customers in disconnection status will receive an additional door hanger prior to being disconnected allowing for an additional three (3) days to make a payment or call Customer Service to set up a pay arrangement.



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Additional time and extended pay arrangements

Our staff is dedicated to helping our customers during this time and will continue to help customers apply for assistance and make arrangements to ensure uninterrupted service. Many customers have already contacted Customer Service to take advantage of relaxed payment plans to help catch up on their utility bills over time. Our teams are also assisting customers with ways they can conserve and lessen bills. We encourage any customer who has previously received a notice to call our office to verify their account status and set up a payment plan prior to receiving the next door hanger. Please contact us at 513-785-7100.

Utility bill assistance

There are many resources in our community dedicated to assisting residents in need with their utility bills. Our Customer Service team can help with customers through the process of applying for assistance or customers can contact the following organizations directly:

The Home Energy Assistance Program (HEAP): Please contact HEAP at 1-800-282-0880 or www.energyhelp.ohio.gov.

Supports to Encourage Low-Income Families (SELF): Please contact SELF at 513-868-9300.

Other organizations offer utility assistance including Salvation Army (513-863-1445) and Butler County Veterans (513-887-3600).

Be aware of scams

Unfortunately, we have seen a rise in fraudulent activity as scammers look to take advantage of the changes and uncertainty all around us. Please know that the City of Hamilton will never ask for personal information over the phone nor demand payment using money orders or gift cards. If you are unsure if a call or in-person visit is legitimate, please hang up or decline service and contact us at 513-785-7100.

We understand the stress and hardship this has caused for our community and are grateful for your patience and support. We are here and are dedicated to listening and working with you as we move forward.