



**PRESS RELEASE  
FOR IMMEDIATE RELEASE**

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**City of Maumee Provides Water and Sewer Rate Facts**

**MAUMEE**, Ohio, October 10, 2022 – The City of Maumee is providing the following facts about water billing in Maumee to clarify the confusion in the media and with some of its citizens.

**Water and Sewer Billing Facts**

- We have no evidence that our meters have ever failed.
- The battery that powered the telemetry unit prematurely failed.
- When the telemetry unit does not have power, it cannot transmit usage, however the meter continues to record actual usage.
- If a meter reading is not transmitted, an estimated bill is generated based on the actual usage data from the same quarter of the previous year.
- All meter readings transmitted are actual.
- When the batteries are replaced, billing software begins receiving actual meter readings based on data transmitted by the telemetry unit.
- If the estimated bills were lower than the transmitted actual usage, the new billed amount “catches up” resulting in what seems to be, but is not, an overcharge.
- Some citizens have large “catch-up” bills. Citizens with large catch-up bills, who contact the Water Department, are offered payment plans for their convenience.
- There is no “one size fits all” payment plan for large catch-up bills. The bills must be discussed individually with each customer to provide them with as much flexibility as possible.
- By law, no City employee can forgive a usage bill or a portion thereof. Employees could also be held liable for the payment themselves if they forgive payment based on legitimate billing.
- Historically, the City has been extremely generous with their shutoff policy. After non-payment for two billing cycles, the customer will be contacted with an email, text and/or phone calls, of the shutoff.

**About the City of Maumee**

Founded in 1817, Maumee is a city in Lucas County, Ohio. It is located along the Maumee River and is about 10 miles southwest of Toledo. Based on the latest 2020 data from the US census, the current population of Maumee is 13,669. Maumee, Ohio is the 2,450th largest city in the U.S.

Whether you live in Maumee, work in Maumee, or are visiting Maumee, you are sure to recognize the pride we have in our community. We were named an All American City in 2006, Best Hometown Ohio 2016-2017, and 18th Safest City in the State of Ohio 2019.

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For all inquiries, please contact us at: [mayor@maumee.org](mailto:mayor@maumee.org)

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