

Water Department FAQ (Frequently Asked Questions)

Q. How do I sign up for water and sewer service?

A. To begin water service in your name, call the billing clerk at (740) 587-1400. The clerk will ask your name, the property address, if you have purchased or are renting the property (and the landlord's name), date to begin service, and your phone number.

Q. When are bills sent and then due?

A. Bills are mailed the first of the month and are due the 15th of the month. If no payment is received in 30 days, a shut off notice is mailed with the next month's bill.

Q. What is the Debt Service charge on my bill?

A. Debt Service is part of our sewer charge. It is a bond to pay for the Wastewater Treatment Plant.

Q. What is the mailing address for bill payment?

A. The Village mailing address is PO Box 514, Granville, OH 43023.

Q. Can I pay the bills through my bank account?

A. Yes. The billing clerk can electronically transfer funds on the 15th of the month from either a checking or savings account. The application form is available online. Return the completed form with a voided check or the current payment.

Q. What do I do if I have lower pressure than normal?

A. First check to see if there is anything else running in the house. Next, check the strainer on the faucet to see if it might be plugged. Check to see if water is coming up in the yard or curb box. Call the Water Department at (740) 587-0165 for information about main breaks or hydrant flushing that may affect your water pressure. The Water Department will send someone out to check the low pressure if a reason cannot be determined over the telephone.

Q. What do I do if I have a high bill?

A. Check the "from" and "to" dates on your bill and ask yourself if you could have used more water during that period. (Did you have company or were you watering the lawn?) Check the reading on your inside meter to see if it matches your last reading. Call the billing clerk to determine if someone should come out to check the property. If it is determined there was a leak, please refer to the Mercy Rule information on this web site.

Q. What do I do when moving?

A. When you plan on moving and you want a final bill through your last day, call the billing clerk at (740) 587-1400. It is necessary to notify us at least 2 days in advance. Please have a forwarding address available for the final bill.