



CITY OF CANTON WATER DEPARTMENT LAUNCHES PAPERLESS BILLING PROGRAM

CANTON, Ohio (June 5, 2018) – Today, the City of Canton Water Department announced a new paperless billing system that eliminates mailing paper copies of bills to those customers who sign up for it.

Water Department Superintendent Tyler S. Converse says the new program provides another convenient way for customers to pay their water bills, providing time and cost efficiencies.

“We’re always searching for new ways to add convenience and better service for our customers,” said Converse. “They count on us for affordable, safe water to meet their everyday needs. In addition, we take pride in our efforts to enhance our offerings.”

Converse explained that with the new paperless billing program, when customers’ bills are generated, they receive an email with links to their statement and the Water Department’s web portal. From viewing the statement to paying the bill, the process is a seamless electronic transaction.

The paperless billing program is in addition to the Water Department’s three other bill payment options, providing customers more convenient ways than ever to pay their water bill.

“We make paying the water bill as easy as 1, 2, 3, 4 for our customers,” Converse said. “They can sign up for paperless billing, make electronic payments, arrange for automatic payments and even mail in their payments. That’s four convenient ways to pay, saving customers time and money.”

Converse encourages Water Department customers to take advantage of the many options to pay their bills that do not involve a face-to-face payment.

“We hope to save our customers a trip to our facility,” Converse said. “If we can help them run one less errand, we feel like we’ve made a real difference in the quality of their lives.”

City of Canton Water Department customers can go to cantonutilities.com/ebill/ to get started in the paperless billing program. Customers also can call **330-649-8100** or speak directly with a Canton Utilities customer service representative in person for assistance in getting signed up.

Established in 1869, the City of Canton Water Department serves more than 40,000 customer accounts in Canton, Ohio and Stark County. The department is the second-largest ground-water system in Ohio, serving customers via three water-treatment plants, one above-ground water tower, two underground reservoirs, and 650 miles of pipe. The department’s water sources are buried valley, glacial aquifers.