



Paying Your Ravenna Water & Utility Bill Online

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————— **An Extended Guide · No. 1788** —————

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

Here is the whole guide in a nutshell. Your Ravenna water and sewer bill comes from the City of Ravenna's Utility Billing office. Start only at ravennaoh.gov, and type that address yourself. Open Departments, then Utilities, then Utility Billing, and use the online payment link the city provides. You will need your account number from the bill. You can pay with a checking account or a Visa, Mastercard, or Discover card, and a small service fee applies to online and phone payments. If you would rather skip the fee, you can pay by check, cash, or money order at the office, mail a check, or use a drop box. Automatic withdrawal is also available. A notice on your door means pay in person. The city never demands gift cards or your password, so if any of this feels tangled, call me and we will do it together.

1. What This Guide Covers

Paying the City of Ravenna for water and sewer.

This guide walks you through paying your City of Ravenna water and utility bill without leaving your chair. I wrote it for neighbors in Ravenna and around Portage County who would like the convenience of paying online but feel nervous about typing payment details into a website.

We will go slowly. You will learn where the real city website is, how to find the utility billing page, how the online payment screen works, and what your other choices are if you would rather pay by phone, by mail, or in person. Every one of those is a perfectly good way to pay.

We will also cover the side topics that trip people up: reading the bill, finding your account number, what to do when a notice appears on your door, the senior discount, and how to spot scam messages that pretend to be your water department.

- How to reach the city's real website safely.
- How to pay online with a checking account or a card.
- Automatic withdrawal, phone, mail, drop box, and in-person payment.
- What to do about late notices and payment arrangements.
- How to avoid look-alike websites and scam texts.

GOOD TO KNOW

Nothing in this guide requires you to be fast or technical. If a step feels uncomfortable, stop, and call me at (330) 200-8042. I am happy to sit down with you.

2. Who Sends Your Water Bill

Check the name at the top of your bill first.

Before anything else, look at the top of your bill and find out who sent it. If you live inside the city of Ravenna, your water and sewer bill normally comes from the City of Ravenna's Utility Billing office, which is part of the city's Utilities Department.

Some homes around Ravenna get water or sewer service from Portage County instead of the city, and that is a separate office with its own billing and its own payment page. This guide covers the City of Ravenna. If the name on your bill says Portage County, the steps feel similar, but you should use the county's own website, not the city's.

The city bill is for water and sewer service. Electricity and natural gas are separate companies and are billed separately, so a gas or electric bill will have a different name and a different website.

- Find the company or office name printed at the top.
- Find the return address where a payment would be mailed.
- Find the phone number listed for billing questions.
- Match all three to what this guide describes before you pay.

WATCH OUT

If you are not sure who sent your bill, do not guess. Call the number printed on the bill, or call me and we will read it together.

3. What You Need Before You Start

A short list to have beside you.

Paying a bill online goes smoothly when everything is within reach. Set up at a table with your bill, a pen, and a few quiet minutes. Nobody is timing you, and you can stop at any point.

You will be asked for your account information, the amount you want to pay, and a way to pay. That is all. You are not signing a contract or agreeing to anything new by making a payment.

- Your most recent water and sewer bill, on paper or on your screen.
- Your utility account number, printed on the bill.
- A checking account (you will need the routing and account numbers from a check) or a Visa, Mastercard, or Discover card.

- An email address you can open, if you want a receipt sent to you.
- A computer, tablet, or phone with an internet connection.

Have the card or checkbook in your hand before you open the payment page. Some payment screens close themselves if you walk away for a long time, and then you must start over.

GOOD TO KNOW

Keep a pen and notepad handy. You will want to write down the confirmation number at the end.

4. Reading Your Water Bill

What each line on the bill means.

A water bill can look like a puzzle at first. Once you know what each line means, it becomes much easier to see what you owe and why. The City of Ravenna's own website explains the main parts of the bill.

- Type of Service: a short description of what is being charged.
- Read Date: the dates the bill covers for water and sewer use.
- Meter Reading: your previous reading and your current reading.
- Consumption: how much you used, measured in HCF.
- Amount due and due date: what to pay, and by when.

HCF stands for hundred cubic feet. The city says one HCF equals 748 gallons. The bill subtracts your previous meter reading from your current one to work out how much water you used.

If a charge does not make sense to you, you do not have to figure it out alone. The billing office clerks can explain monthly charges, high bills, and bills that did not arrive at all.

GOOD TO KNOW

Do not pay a bill you do not understand just to be done with it. A quick call to the billing office usually clears up confusion before any money moves.

5. Finding Your Account Number

It is printed on every bill.

Your account number is how the city knows which household is paying. It is printed on your bill, usually near your name and service address or near the payment stub you tear off.

Bills can show several numbers: a phone number, a meter number, a date, and the account number. Take your time and look for the label that says account, or something very close to it. If two numbers look similar, compare them against the stub that you would mail in with a check.

- 1 Pick up your most recent bill.
- 2 Look near your name and service address.
- 3 Find the number labeled as your account number.
- 4 Copy it onto a sticky note, one digit at a time.
- 5 Keep that note in your cheat-sheet folder for the next bill.

Type the number exactly as printed. If the payment page asks for dashes or spaces, follow the example it shows on the screen.

WATCH OUT

Your account number is not secret like a password, but treat it with care. Do not read it out to a stranger who calls you, and never put it in a reply to a text message.

6. Getting to the Real City Website

Type the address yourself.

The most important habit in this whole guide is starting at the right place. The City of Ravenna's official website is ravennaoh.gov. That is the address I verified. Type it into the address bar at the very top of your browser, and press Enter.

Do not search for it and click the first result. Search pages sometimes show ads at the top that look official but belong to other companies, and some of those exist only to catch people in a hurry. Typing the address yourself avoids the problem altogether.

When the page loads, you should see the City of Ravenna, Ohio name and logo near the top, with menus for Residents, Business, Departments, and Community. At the very bottom you will see the city's name and a copyright line.

- Type ravennaoh.gov yourself into the address bar.
- Check that the address shows ravennaoh.gov and nothing extra before it.
- Look for the City of Ravenna, Ohio name and logo.

- Bookmark the page once you are sure it is right.

WATCH OUT

Never use a link in a text message or email to reach your water bill payment page. Even if it looks perfect, type the city's address yourself instead.

7. Finding the Utility Billing Page

From the home page to the right spot.

Once you are on the city's home page, you want the Utility Billing page. It sits inside the Utilities Department. The city's menus change from time to time, so I will describe the path in plain terms and you can follow the wording you see.

- 1 On ravennaoh.gov, find the Departments menu near the top.
- 2 Look for the entry called Utilities and click it.
- 3 On the Utilities page, look for Utility Billing and click it.
- 4 You should see a page titled Utility Billing.
- 5 Scroll down to the part called Bill Payment Options.

That page lists every way the city accepts payments, along with the billing office's address, phone number, and hours. It also explains the late-notice process and the discount program. It is worth reading once from top to bottom.

You may also notice a Pay Bills link in the small row of links at the very top of the home page. That is another way to reach the payment area, and we will look at it in the next chapter.

WATCH OUT

If the menus look different from my description, do not worry. Look for the words Utilities and Utility Billing, and ignore the rest.

8. The Pay Bills Link

How the city sends you to its payment page.

On the Utility Billing page, under Online Payment, the city offers a link to pay your water bill online. There is also a Pay Bills link in the small row of links across the top of the city's pages.

Here is something that surprises people. When you click that link, your browser moves from ravennaoh.gov to a payment page run by an outside company that processes

payments for the city. When I checked, the city's own page led to a payment portal from a company called Invoice Cloud. This is normal. Many cities hire a payment company so that card and bank details are handled by a specialist.

What matters is how you get there. You reach that page by clicking the link on the city's genuine site, which you reached by typing the address yourself. That chain keeps you safe.

- Start at ravennaoh.gov, typed by you.
- Go to Utility Billing, or use the Pay Bills link.
- Click the payment link the city provides.
- Expect the address in the browser to change.

GOOD TO KNOW

The company that runs the payment page could change in the future. If what you see differs from this guide, trust the city's own page over my description.

9. What the Payment Page Looks Like

What you will see on the screen.

The payment page is usually plain and simple, so do not expect anything fancy. Look for a clear heading that names the City of Ravenna, a place to type your account information, and a button to continue.

You may see the city's name, a spot asking for your account number or another way to look up your bill, and buttons labeled in plain words such as Continue, Next, or Pay.

Screens can change in their details, so follow the wording on your own screen.

Take a moment before typing anything. Check that the page mentions the City of Ravenna or its utility billing. A real payment page for the city is built around your city account, not a random sales pitch.

- A heading or logo that names the City of Ravenna.
- A box for your account information.
- A summary of what you owe.
- Choices for checking account or card.
- A page that is encrypted, shown by a small padlock near the address.

WATCH OUT

If a payment page asks for your Social Security number, your date of birth, or your online banking password, stop. A water bill never needs those. Close the page and call the billing office.

10. Paying Online, Step by Step

From your account to a finished payment.

Here is the whole online payment from start to finish. The exact wording of buttons can differ a little, so match the steps to what you see rather than to my words.

- 1 Type ravennaoh.gov into your browser and press Enter.
- 2 Open Departments, then Utilities, then Utility Billing.
- 3 Under Online Payment, click the link to pay your water bill online.
- 4 Enter your account number and any other lookup detail the page asks for.
- 5 Check that the name and amount shown match your bill.
- 6 Choose how much to pay, within the limit the page allows.
- 7 Choose checking account or card and type the details carefully.
- 8 Read the final summary, including any service fee, then confirm.
- 9 Write down or save the confirmation number.

Never rush the second-to-last step. Read the summary line by line before you press the final button, because that is the moment money moves.

Most people finish in a few minutes. If a page times out while you are typing, simply begin again from the city's Utility Billing page. Starting over costs nothing, and nothing is charged until you confirm.

TIP

If anything on the screen surprises you, close the browser tab without paying. Nothing is charged until you confirm the final step.

11. Checking Account or Card

Which one to choose.

The city's website says the online payment page accepts a checking account, or a credit or debit card backed by Mastercard, Visa, or Discover. Both work. Choose whichever you are most comfortable with.

With a checking account, you will type your bank's routing number and your account number. Both are printed along the bottom edge of your checks. The routing number is the nine-digit one on the left. Take your time copying them, because a single wrong digit can make the payment fail.

With a card, you will type the long number across the front, the expiration date, and the short security code. Debit cards that carry one of the three logos work the same as credit cards.

- Checking account: routing number, then account number, from a check.
- Card: number, expiration date, security code.
- Accepted cards: Mastercard, Visa, and Discover.
- Other cards, such as American Express, are not listed on the city's page.

If you are unsure about a number, pick up a check or the card and read it digit by digit. Say each number aloud as you type it. It feels silly, and it works.

GOOD TO KNOW

Using a card or a checking account does not change what you owe on the bill itself. It only affects how the payment is taken.

12. The Online Service Fee

Paying for convenience, explained.

The city's website says there is a service fee when you pay online or by the automated phone system. It is a small, flat fee added to the payment, and the payment screen will show it before you confirm.

This fee does not go to the water department. It covers the cost of processing card and bank payments through the outside payment company. It is not a hidden charge, because the city states it openly on its Utility Billing page and the payment screen shows it again.

If you would rather not pay it, you have fee-free choices. Check, cash, and money order work at the billing office window, and mailing a check is also an option. The drop boxes accept payments as well. Automatic withdrawal is another route, and the city describes that program on the same page.

- Online and phone payments carry a small service fee.
- The fee is shown before you confirm.
- Mailing a check or paying at the window avoids it.
- Check the city's page for the fee amount.

TIP

If the fee bothers you, ask the billing office about automatic withdrawal. That program is described as paying from your checking account on the due date.

13. The Online Payment Limit

A cap on each online payment.

The city's page also says there is a maximum amount you can pay in a single online transaction. I will not quote the figure here, because limits can change, but you will find it printed on the Utility Billing page under Online Payment.

For most monthly bills, this limit is plenty. It matters if your bill is unusually high, or if you are catching up on several months at once. In that case the online page may not let you pay it all in one go.

If your balance is larger than the limit, you have several good options. You can pay the full amount at the billing office window, or send a check by mail, or use a drop box. Call the office first if you are not sure which makes the most sense.

- Find the stated maximum on the Utility Billing page.
- Compare it to your balance.
- If you owe more, choose the window, mail, or drop box.
- Call the billing office if you want advice.

WATCH OUT

Do not try to get around the limit by paying several times in a row without checking with the billing office. Call first so every payment is recorded correctly.

14. Saving Your Confirmation

Proof that you paid.

When your payment goes through, you should see a confirmation screen, often with a confirmation number. This is your proof of payment, and it takes only a minute to keep it safe.

- 1 Look for a confirmation number or receipt on the final screen.
- 2 Write the number in your notebook, with today's date and the amount.
- 3 Use your browser's Print button to print the page, or choose Save as PDF.
- 4 If the page offers to email you a receipt, type your email address carefully.
- 5 Keep the printout with your paid bill.

A small folder at home for paid utility bills is one of the best habits you can build. If a question ever comes up about whether you paid, you will have the answer in your hand.

I also like to jot the payment date on the paper bill itself and clip any receipt to it. When the next bill arrives, you can glance at the old one and see your balance carried over correctly.

That quick look takes ten seconds and catches problems early, while they are still easy to fix with one phone call.

GOOD TO KNOW

Emails can end up in a spam folder or get deleted. A printed copy or a number in your notebook is more dependable.

15. Paying Ahead of the Due Date

Leave a little breathing room.

Online payments are quick, but they are not always instant in the city's records. A sensible habit is to pay a few days before the due date, so that nothing depends on the last hour.

I do not know exactly how long the city takes to post an online payment, and I do not want to guess. The billing office can tell you. Ask them once, write down the answer, and plan around it.

Paying early also gives you time to fix a problem. If a card is declined or a bank number was mistyped, you will find out while there is still time to try again or to choose another way to pay.

- Mark the due date on a wall calendar.
- Plan to pay several days beforehand.
- Ask the billing office how fast payments post.
- Keep the confirmation number until the next bill arrives.

Another helpful habit is picking one day each month for bills. Many of my neighbors choose the day after the bill arrives. That way the due date is never close, and paying becomes a routine instead of a worry.

WATCH OUT

The city's page notes that payment arrangements do not waive penalties if payment arrives after the due date. Paying early is the simplest way to avoid trouble.

16. Paying by Phone

The automated line, any hour.

If you would rather not use a computer, the city has an automated phone system. The Utility Billing page calls it the Interactive Voice Response system, or IVR. It is available around the clock, every day of the week.

You use the number pad on your phone to follow the spoken prompts. You can pay with a checking account or a card backed by Mastercard, Visa, or Discover. Like online payments, it carries a service fee and a payment limit, both stated on the city's page.

The phone number for the automated system is 1-855-967-0313. Please copy that number from the city's own Utility Billing page rather than from a text or an email, so you know it is right.

- 1 Have your bill and your card or checkbook ready.
- 2 Call the number listed on the city's Utility Billing page.
- 3 Listen to each prompt fully before pressing a key.
- 4 Enter your account number when asked.
- 5 Follow the prompts to pay, and write down the confirmation.

WATCH OUT

The automated line never calls you first. If a robotic voice phones you and asks for a payment, hang up and call the city yourself.

17. Automatic Withdrawal

Pay from your checking account each month.

The city offers an Automatic Withdrawal program. Your bill is paid each month on the due date straight from your checking account, so you do not have to write a check or log in.

You will still receive a bill every month, so you can see the amount that will be taken. That is useful, since you can compare the bill to your records before the money leaves your account.

This is the one option on the list that is not signed up for on the payment page. The city says to download an application form from its website, fill it out, and return it to the Billing Office. The rules for the program are printed at the bottom of that form.

- Pays from your checking account on the due date.
- You continue to receive a paper bill each month.
- Sign up using the city's application form.
- Questions go to the billing office.

If you ever want to stop automatic withdrawal or change banks, call the billing office and ask how. Do not simply close your bank account without telling them first.

GOOD TO KNOW

Keep enough in your checking account each month to cover the bill. Mark the due date on your calendar anyway, so the withdrawal never surprises you.

18. Signing Up for Automatic Withdrawal

Using the paper form.

Signing up takes a form, a pen, and a few minutes. The city asks that you download the application from its Utility Billing page, complete it, and return it to the Billing Office. I will describe the process in general terms, since the form itself is the authority.

- 1 Go to ravennaoh.gov and open Utility Billing.
- 2 Under Automatic Withdrawal, click the link for the application form.
- 3 Print the form, or ask the billing office to hand you one.
- 4 Fill it out neatly, using your bill for the account details.
- 5 Read the rules at the bottom of the form.
- 6 Return it to the Billing Office, by mail, drop box, or in person.

If you do not have a printer, you can visit the billing office window and ask for the form there. Or call me, and we can print it together.

After you sign up, keep an eye on your bank statement for the first withdrawal, and confirm it matches your bill.

WATCH OUT

The form asks for your bank information. Only mail or hand it to the City of Ravenna Billing Office at the address printed on the city's own page. Never email it to anyone.

19. Paying in Person

At the Billing Office window.

Some people simply prefer to hand over their payment and get a receipt. That is entirely reasonable. The City of Ravenna Water Billing Office is at 530 North Freedom Street, in the City Hall Annex building.

The city says the office is open Monday through Friday, from 8 a.m. to 4 p.m., closed on major holidays. Check the page or call before you drive over, in case hours have changed. The office suggests parking near the front of the building and entering by the northernmost door. For handicapped access, use the rear entrance.

- Cash, check, or money order.
- Credit or debit cards backed by Mastercard, Visa, or Discover.
- Bring your bill or your account number.
- Ask for a receipt and keep it.

Paying at the window is also the right choice when you have received a notice on your door, which we will talk about shortly.

Bring a pen, and bring a little patience if the line is long. Clerks are used to questions, so you can also ask about the discount program or an automatic withdrawal form while you are standing there.

TIP

Call the billing office at 330-297-2151 if you want to ask about parking, hours, or what to bring before you go.

20. Paying by Mail

A stamp and a check.

Mailing a check is one of the oldest ways to pay, and it still works well. The city lists a mailing address for payments, and the same address appears on your bill.

The mailing address printed on the city's page is Utility Billing, 530 N. Freedom St., Ravenna, Ohio 44266. Check that against your bill before you seal the envelope.

- 1 Write your account number on the memo line of your check.
- 2 Make the check out the way your bill or the city's page directs.
- 3 Tear off the payment stub from your bill and include it.
- 4 Address the envelope to Utility Billing at the address on your bill.
- 5 Mail it early, so it arrives before the due date.

Mail takes time and sometimes arrives later than you hope. Send it well before the due date. Never send cash in the mail.

If you want proof that you sent it, keep a note of the check number and the date you mailed it. Your bank statement later shows when the city cashed it, which gives you a second confirmation.

WATCH OUT

Do not mail a payment if you have a notice hanging on your door. The city asks that those payments be made in person, so the situation is settled quickly.

21. The Payment Drop Boxes

Pay any hour of the day.

The city provides two drop boxes where you can leave a payment at any hour. This is handy if you work during office hours or if you would rather not mail a check.

- Drop Box 1 is a walk-up box at the rear entrance of the City Hall Annex, 530 N. Freedom St. It is set into the wall on the left side of the rear doors.
- Drop Box 2 is on Maple Lane, the alley between City Hall at 210 Park Way and the Fire Department at 214 Park Way. You can reach it from your car or on foot.

Put your check and the payment stub from your bill into an envelope, with your account number written on it. Seal the envelope before you deposit it. Do not drop cash into the box.

The city says payments may be deposited 24 hours a day. If you want to be certain it arrived, call the billing office a few days later and ask them to confirm.

WATCH OUT

Never use the drop boxes if a notice is hanging on your door. In that case, the city asks you to pay in person.

22. A Notice Hanging on Your Door

What to do right away.

It is upsetting to find a notice on your door, but it is also one of the clearest signals the city sends. Handle it calmly and promptly, and the situation can usually be settled.

The City of Ravenna's Utility Billing page says that if you have received a notice hanging on your door, you should not mail your payment or put it in a drop box. Instead, make the payment in person so the situation can be resolved promptly.

- 1 Read the notice carefully and note any dates on it.
- 2 Gather your bill and a way to pay.
- 3 Go to the Billing Office at 530 N. Freedom St. during open hours.
- 4 Pay in person, and ask for a receipt.
- 5 If you cannot pay in full, ask about a payment arrangement.

If you are unable to go yourself, call the office at 330-297-2151 and explain. A family member can often help, but ask the office how to do that properly.

WATCH OUT

A genuine door notice is a paper left at your home by the city. A text or email claiming to be a shutoff notice is a different matter and is very likely a scam.

23. Past-Due Accounts and Shutoff

How the process works.

Falling behind happens to many good people. It helps to know how the city handles late accounts, so there are no surprises. These details come from the city's own Utility Billing page.

The city says a delinquent notice is sent once an account has a balance more than sixty days past due. If payment, or a payment arrangement, is not made within ten days of the date printed on the notice, shutoff procedures begin. A service fee is added once the shutoff notice has been posted.

Once service has been disconnected, the city says payment in full must be made to restore it. That is why acting early matters so much.

- A delinquent notice follows a balance older than sixty days.
- You have ten days from the notice date to pay or arrange payment.
- A service fee is added once the shutoff notice is posted.
- After disconnection, payment in full is required.

None of this is meant to frighten you. It is simply the city's written process, and knowing it ahead of time means a late notice is a prompt to act, not a reason to panic. Most problems are solved by a call or a visit in the first few days.

WATCH OUT

Do not ignore a past-due notice hoping it goes away. Call the billing office at 330-297-2151 as soon as you receive it.

24. Asking for More Time

Payment arrangements.

If money is tight, the city would rather hear from you than not. Its Utility Billing page says it tries to be flexible when customers need more time to pay.

The city says a typical extension on a disconnect notice is ten calendar days, and that it also considers your payment history before granting one. It also says no arrangements are

made after a service has been disconnected, so the time to call is before that happens. Extensions can only be requested by calling the office at 330-297-2151 or by visiting the payment window in person. The city notes that payment arrangements do not waive penalties if payment arrives after the due date.

- Call 330-297-2151 or visit the payment window.
- Ask before service is disconnected.
- Be ready to explain what you can pay and when.
- Write down what the clerk agrees to, and the date.

When you call, have your account number and your bill in front of you. Say plainly what you can pay and by what date. A clear, specific offer is easier for a clerk to work with than a general request for time.

TIP

Be honest and calm. Clerks hear this every day, and a polite call goes much further than silence.

25. The Senior and Hardship Discount

Ask about help with the bill.

The City of Ravenna says it offers a discount program for senior citizens age 62 and older, for residents with a documented disability, and for citizens on the HEAP program. HEAP is Ohio's Home Energy Assistance Program.

I cannot tell you how much the discount is, or promise that you qualify, because the rules belong to the city. What I can tell you is the next step: call the Utility Billing office and ask about the discount and how to apply.

- 1 Call the Utility Billing office at 330-297-2151.
- 2 Say you would like to ask about the discount program.
- 3 Ask what proof or paperwork they need from you.
- 4 Ask how long approval takes.
- 5 Write down the answers and the clerk's name.

If you have been paying full price for years and you are 62 or older, it costs nothing to ask. You might also mention the discount when you call about anything else. Clerks can often tell you in the same conversation whether a form is needed, so you do not have to make a second trip.

GOOD TO KNOW

Discounts are applied through the billing office. You would not normally find a place for them on the online payment screen, so call or visit.

26. Starting or Stopping Service

Moving in, moving out.

Water service is not set up through the payment page. If you buy a home in Ravenna, or move out of one, the Billing Office handles the account.

The city says that if you purchased your home, you download and complete an Owner's Contract for Water and Sewer Services from its Utility Billing page. You then bring the completed form to the office at 530 N. Freedom St., along with a copy of your lease or other proof of ownership.

Renters of residential property do not need to fill out an application. The city says utility accounts at residential rental properties stay in the property owner's name. Commercial or industrial renters use a separate tenant contract.

- Homeowners: complete the Owner's Contract form.
- Residential renters: the account stays in the owner's name.
- Commercial renters: use the tenant contract form.
- To stop service, call the billing office to ask.

When you are moving, call the billing office early rather than on moving day. Ask about the final meter reading and where the last bill should be sent, so it does not land in the empty house.

TIP

If you are a renter and your landlord pays the city, ask how the bill is passed on to you, and whom to pay.

27. When the Bill Seems Too High

Check for leaks first.

A bill that is far higher than usual deserves a closer look. The most common cause is a leak, often a toilet that runs quietly or a dripping faucet. The city's website has pages on leak detection, preventing water waste, and preventing frozen pipes.

A simple test is to read your meter when nobody is using water, wait an hour or two, and read it again. If the number moved, water is going somewhere. I am describing a general method, so check the city's leak page for its recommended steps.

- Look for toilets that run or hiss.
- Check faucets and outdoor spigots for drips.
- Compare the meter reading with the bill.
- Read the city's leak detection tips page.
- Call the billing office if the high bill remains unexplained.

Winter brings its own risk. Frozen pipes can burst, and the city has a page on preventing them. Look it up in the fall, before cold weather.

Write down the dates and the meter numbers you read. Those notes help a clerk understand what happened and decide what to check next. Do not feel embarrassed about calling. Leaks happen in every house sooner or later.

GOOD TO KNOW

The billing office handles questions about high bills and bills that never arrived. Call 330-297-2151 and ask them to walk you through it.

28. Making the Text Bigger

Easier reading on any screen.

If the print on a website is small, you do not have to squint. Every browser can enlarge a page, and nothing about the payment changes when you do it.

- On a computer, hold Ctrl (or Command on a Mac) and press the plus key to zoom in.
- On a phone or tablet, spread two fingers apart on the screen.
- Press Ctrl and zero together to return to normal size.
- Your device's accessibility settings can raise text size everywhere.

Larger text makes the account number and the amount much easier to check. Take a few seconds to adjust the size before you type anything. It is also helpful to make the page big enough that you can clearly see the padlock and the web address at the top.

If a payment screen feels cramped on a phone, try turning the phone sideways, or use a tablet or computer instead. A bigger screen is kinder to your eyes and helps you avoid typing mistakes.

TIP

Make the change before you start typing card or bank numbers. Reading each digit clearly is the best protection against a mistyped payment.

29. Using a Library or Shared Computer

Safe use away from home.

If you do not have a computer at home, the local public library and other public places offer computers you can use. A librarian can point you to a free computer and help you get started, though you should ask about their rules.

A public computer is fine for paying a bill when you are careful, but I would prefer that you save card or bank details for a computer you trust. If you must use a shared machine, take these precautions.

- Type ravennaoh.gov yourself.
- Do not let the browser save your card or bank details.
- Sign out and close the browser window before leaving.
- Take your printed receipt with you.
- Choose Not Now if the computer offers to remember anything.

Another good option is to use the automated phone line or visit the billing window, which avoids shared computers entirely.

Libraries often have quiet corners and helpful staff, and many offer one-on-one help with basic computer questions. Ask at the desk what is available. It is a lovely, free place to practice.

WATCH OUT

Never leave a printed confirmation or your bill at a library printer. Both carry your name, address, and account number.

30. Scams That Pretend to Be the Water Department

They rely on fear and hurry.

Scammers know that people fear losing water service. They send texts, emails, and phone calls claiming your water will be shut off today unless you pay immediately through a link or a strange method.

- A text with a link saying your water bill is overdue and service will stop.

- A caller demanding payment by gift card, prepaid card, wire transfer, or cryptocurrency.
- An email asking you to confirm your account number and password.
- A visitor at your door who wants cash on the spot.

The real city does none of these things. Its Utility Billing page describes its actual process: a delinquent notice, a posted notice on your door, and the chance to pay or arrange payment. Real payment methods are the ones listed on the city's page, and gift cards are not among them.

If a message worries you, close it. Look at your paper bill, type ravennaoh.gov yourself, or call the billing office at 330-297-2151.

WATCH OUT

A real utility never asks you to read back a code or a password over the phone, and never demands gift cards. Hang up, then call the number printed on your bill.

31. Spotting a Look-Alike Website

The address is the giveaway.

Copycat websites can look almost identical to the real thing. They copy logos and colors. The one thing they cannot copy is the web address, so that is where you look.

The city's genuine address is ravennaoh.gov. A fake might use a different ending, an extra word, or a small misspelling. It might read something like [ravenna-water-pay](http://ravenna-water-pay.com) with a dot com. If the address is not exactly what you typed or what the city's page led you to, leave.

- Check the address bar before typing any private detail.
- Look for misspellings and extra words.
- Be suspicious of pages that appeared from an ad.
- Remember that the real payment link comes from the city's own site.

Remember that the payment page itself belongs to an outside company, so its address will not say ravennaoh.gov. That is why you must reach it by clicking from the city's real page, not from a search result or message.

If you ever land somewhere that seems off, simply close the tab. Nothing is lost, and you can begin again by typing the city's address yourself.

TIP

Bookmark the city's Utility Billing page after you have checked it is genuine. From then on, one click takes you to the right place.

32. Helping a Family Member

Set it up with them, not instead of them.

Many of the people I help are adult children handling bills for a parent, or neighbors helping neighbors. It is a kind thing to do, and it is best done with care.

Sit together, use their device, and let them type any private numbers if they can. That way they stay in charge, and they learn the steps for next time. Read the screen aloud together, and go slowly.

- Start at the city's website together.
- Let them hold the card or checkbook.
- Write down the confirmation number for them.
- Make a simple note of the due date each month.
- Ask about automatic withdrawal if remembering is a burden.

If you manage a parent's money formally, tell the billing office who you are and ask what they need from you. Clerks can explain what is allowed.

Patience is the most helpful thing you bring. If they feel rushed, they will stop trusting the process. Let them ask the same question twice, and let them press the final button themselves.

GOOD TO KNOW

The bill stays in your parent's name. You are helping them pay it, not taking over the account unless the city says that is allowed.

33. When Something Goes Wrong

A calm checklist.

Sooner or later something does not work, and that is nothing to feel bad about. Online systems hiccup. The trick is to work through a short checklist rather than clicking harder.

- Make sure you are on the right website, reached from ravennaoh.gov.
- Check that your account number is typed exactly as printed.
- Try a different browser, or another device.
- Check your card number and expiration date.
- Wait a few minutes and try again.
- If it still fails, pay another way.

If you are not sure whether a payment went through, do not pay again right away. First check for a confirmation number, then your bank or card statement, and then call the billing

office.

Paying twice by mistake is easy to avoid with patience. Write down what the screen said, word for word, before you call.

It also helps to keep the billing office hours in mind, because a phone call is easier during the day when clerks can look up your account.

WATCH OUT

If a payment page says error but your bank shows the money gone, call the billing office at 330-297-2151 before trying again.

34. Plain Questions and Answers

What neighbors ask me most.

Q: Is it safe to pay online? A: Yes, when you start at ravennaoh.gov, typed yourself, and reach the payment page from there. Look for the padlock and read the summary before confirming.

Q: Does it cost extra? A: The city states a small service fee for online and phone payments. Payment by check, cash, or money order at the office, by mail, or by drop box does not involve that fee.

Q: Can I pay at any hour? A: Yes. The city says online and automated phone payments are available 24 hours a day, 7 days a week.

Q: Who do I call with questions? A: The Utility Billing office at 330-297-2151, weekdays during office hours.

Q: What if I cannot pay in full? A: Call before service is cut off and ask about a payment arrangement.

Q: I think I am being scammed. A: Hang up, close the message, and call the number on your bill.

TIP

Add the billing office phone number to your cell phone contacts, labeled Ravenna Water. Then you can recognize it when it calls.

35. Online Accounts and Paperless Billing

Ask before you assume.

Some cities let you create an online account, view past bills, and sign up for paperless billing. I could not confirm which of these features Ravenna offers, and I do not want to describe screens that I cannot verify.

Here is what I can say. The city's own page confirms that you can pay online, pay by phone, pay by automatic withdrawal, pay in person, and pay by mail. If you want extra features such as e-bills or saved payment details, ask the billing office what exists.

- 1 Call the Utility Billing office at 330-297-2151.
- 2 Ask whether there is an online account or paperless billing.
- 3 Ask how to sign up and what it changes.
- 4 Ask whether you will still receive a paper bill.
- 5 Write down the answers.

Be cautious about paperless billing. If emails go to a spam folder, you could miss a due date. Many people prefer to keep a paper bill as a backup.

GOOD TO KNOW

Skip saving your card details on any site if you do not feel comfortable. Typing them each month takes a minute and keeps your information safer.

CHEAT SHEET

Everyday Cheat Sheet

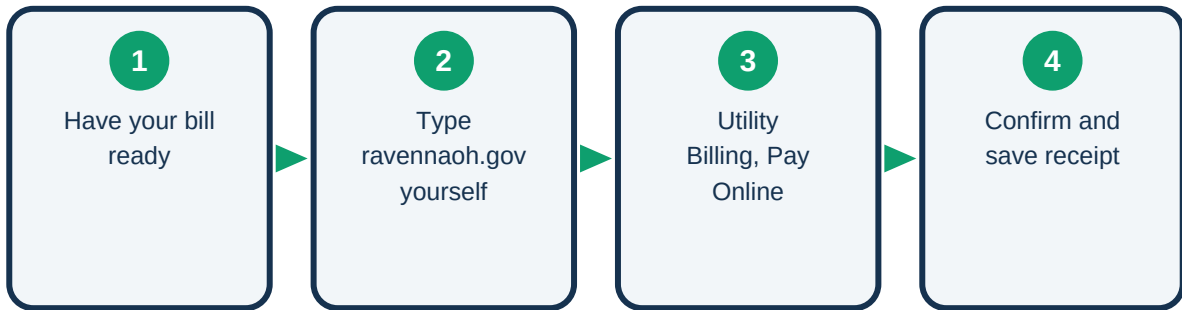
Keep this by the computer. I want to... Find the real site: type ravennaoh.gov myself, never from a text. Pay online: Departments, Utilities, Utility Billing, then the online payment link. Find my account number: look near my name and address on the bill. Pay by phone: use the number printed on the city's Utility Billing page. Pay in person or by drop box: 530 N. Freedom St., weekdays for the window. Set up auto-pay: ask the billing office for the withdrawal form. Ask for more time or a discount: call the billing office at 330-297-2151. A notice on my door: pay in person. Get help: call Bill at (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Paying Your Water Bill Online

From your bill to a saved receipt.



Always start at the city's own website.

Illustration - details vary by device, plan, and provider. Always check your own setup.

AT A GLANCE

A Second Look

Ways to Pay Your Bill

Pick the one that suits you.

Online or Phone

Checking or card
Small service
fee
Any hour, any
day

Office or Mail

Cash, check,
card
530 N. Freedom
St.
Mail to same
address

Set and Forget

Auto withdrawal
Form from the
city
Paid on due date

Notice on your door? Pay in person.

Illustration - details vary by device, plan, and provider. Always check your own setup.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.