

Dear Resident,

October 9, 2020

November Levy

The following levy will appear on the ballot on November 3, 2020:

Village of Lodi 3.5 Mill **Renewal** Levy for Providing and Maintaining Fire & EMS Services

Utility Bills

Last month there was an issue with some residents not receiving the utility bills until much later than normal. The utility rate ordinances state that the bills are to be mailed on the 10th of each month, which they were. We followed the normal protocol for mailing bills as we do every month. Our local post office is required to send all bulk mailing to a Cleveland processing center. An error occurred at the Cleveland processing center where they sent some of our utility bills back to the Lodi Post Office for re-processing. One of our Board of Public Affairs members has filed a complaint with Bob Gibb's office to ask for an investigation into the matter. It is very unfortunate that this happened to some of our residents. We are certainly doing everything we can on our end to avoid this from happening again.

In an effort to help our residents with this situation the Lodi Board of Public Affairs has voted to remove any late fees that were assessed to September utility bills. If you received a late fee, it has been credited back to your account.

The village has been researching online billing options and is currently finalizing plans to offer electronic bill viewing and bill pay. The research has been completed and software has been selected. The software that will be used for online bill pay and bill viewing is cloud based. It will allow our customers to view up to 12 months of bills. Customers will be able to pay online with checks, debit cards, or credit cards. The village has confirmed computer configuration needs for the software. The program will also allow customers to sign up for automated monthly withdraw for utility bills if they wish. It should be very user friendly. The software company is estimating that it will take 90 to 120 days to convert all data into the new system and become functional. We will keep everyone posted with instructions and start up dates in the monthly letter that is with the bills. We will also post the information on the village website as it becomes available. We are excited to be able to offer this and feel it will be of great benefit to our residents.

In the meantime, the Board of Public Affairs has also voted to discontinue monthly late fees through the end of this year. However, the shut off policy for non-payment will remain the same. Shut off notices will still be mailed for accounts not paid by the 28th of each month. All accounts not paid by the 10th of the next month will be shut off for non-pay as per normal board policy.

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Trick-or-Treat

Trick or Treat in the Village of Lodi will be held between 6-8PM on October 31st. Please turn on your porch light if you are participating in handing out treats. Please follow CDC guidelines if you are participating in Trick-or-Treat this year.

Leaf Collection

Leaf collection will begin in a few weeks and will continue through at least Thanksgiving week. All leaves must be raked to the curb - do not place leaves in the street, but make sure they are close enough to the curb for pick up. Leaves in streets cause storm sewers to clog and create traffic hazards. Also, please do not put trash, sticks, rocks, or other debris in with your leaves. We appreciate your cooperation.

Covid-19/Coronavirus Response:

During this pandemic the Village of Lodi has taken steps to continue to provide normal services to our residents while protecting our employees and the public. We have closed all buildings to visitors but our offices are still functioning. We ask residents to mail in utility payments or use the night box located to the left of the door at our village offices downtown. We are not accepting walk-in payments. We are not accepting cash in the night box. If you need to pay by cash, you must pay during the normal business hours of 7:30 a.m. to 4:30 p.m. by knocking on the window. Someone will take your cash payment but we are not making change at this time. We prefer that customers pay by check or money order rather than cash. We want to make the environment as safe as possible for our residents and employees. Thank you for your patience and understanding as we all work through this together.

We ask that residents continually monitor information from the CDC, Medina County Health Department, and the Ohio State Health Department and **please** follow the guidelines they provide. Medinahealth.org or Coronavirus.ohio.gov have the latest real-time information. You can find health and safety messages and information you can use to protect the health of your household.

Upcoming Village Meetings

Please refer to the village website at www.villageoflodi.com for updates on all scheduled meeting dates and times. Meetings will be held on an as needed basis at this time and may be held electronically. Information will be provided for public participation needs if the meetings are held electronically. Thank you for your understanding during the pandemic.

If you have any questions or concerns about any of these subjects or local government in general please contact us at 330-948-2040 or info@villageoflodi.com. We are here to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read 'R Geissman', with a long horizontal stroke extending to the right.

Robert Geissman, Mayor