

Buckeye Lake Village Public Works Department

Water Supervisor
Toby Miller
Street Supervisor
Randy Bucy

5192 Walnut Rd. SE – P.O. Box 2480
Buckeye Lake, Ohio 43008
Voice – 740.928.7100 Fax – 740.928.8843

Mayor
Peggy A. Wells

March 17, 2020

Village of Buckeye Lake cares about our community and recognizes the impact and stress COVID-19 is causing in people's daily lives. We are determined to continue delivering water you rely on and other public works services, while helping to protect the health and safety of our people, neighbors, and community.

Below, please find the latest information on how the Village of Buckeye Lake is responding to the situation. Village of Buckeye Lake recommends that customers take safety precautions and follow guidance from the CDC and the Ohio Department of Health. We will continue to publish information on the village web site, Facebook, and public posting sites.

- **Village of Buckeye Lake will not Disconnect any customer's service** for non-payment, in order to give customers experiencing financial hardships extra time to make payments. We will continue to read meters and send bills. Customers should pay what they can to avoid building up a large balance that will be difficult to pay off later.
- Village of Buckeye Lake is making schedule changes to allow employees to work from home, where possible.
- Water Technicians will continue to respond to water and street emergencies.
- Water Technicians will continue to complete service orders – such as new connections and requested disconnections.
- If technicians need to interact with customers in-person, such as in emergency, they will follow the U.S. Centers for Disease Control safety guidelines, including social distancing.
- Services that are not urgent or time sensitive, but require in-person customer contact by village employees or contractors will be rescheduled. Thank you for your patience and understanding.
- Village customer service team is available to serve customers by phone. We anticipate increased call demand and request that customers consider using self-service options that are available.
- Customers can perform nearly all customer service functions online and through water payment automated voice phone system.
 1. Sign in or create an account at www.buckeyelakevillage.com Look for pay water bill at bottom of page.
 2. Pay by Phone 844-915-1244
 3. Place check or money order payments in drop box
 4. Continue to Mail payments into our office.
 5. Set up payment thru your online banking
 6. Contact billing office at 740-928-7100 for further options.

NOTE: During normal business hours of 9am to 4pm customers can place cash payments in drop box at village municipal office. This drop box will be checked hourly during these hours.

Buckeye Lake Village Office of the Mayor

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EMAIL – mayor@buckeyelakevillage.com

IMPORTANT NOTICE

In order to protect the health and safety of our residents and employees, the Village of Buckeye Lake Municipal Building and Police Department will be closed to the public effective Wednesday, March 18, 2020.

The offices will be staffed during normal business hours and village services will be maintained. If you have questions or need assistance, please call the village office at 740-928-7100.

All regularly scheduled meetings will be suspended. Special Council meetings will be held only when it's necessary to move the village business forward. In order to comply with the social distancing requirements, the public will not be permitted to attend. However, the meetings will be live-streamed on FB or youtube.com.

All public records requests should be made by phone or email. Mayor's Court sessions have been suspended until further notice. Fines can be paid with a check or money order by mail or in the drop box. Payments can also be made with a debit/credit card by calling 740-928-7100.

Zoning permits are available online or by mail upon request. They can be returned in our drop box at the front door of the municipal building.

For assistance from the police department, please call 740-928-0999. If you have an emergency and cannot reach an officer, call 911.

- *There will be NO outside visitors to the police department.
- *Be advised that when an officer arrives on the scene, you may be asked to step outside.
- *The department will only take reports for injury accidents; individuals in non-injury accidents should exchange information.
- *Reports will be taken over the phone unless it is a violent offense and immediate attention is necessary.
- *Payments for fines by check or money order can be placed in the drop box at the front door.
- *We will not be processing lost/found property. Appointments can be made to release impounded cars.

We are partnering with our surrounding communities in an attempt to help reduce the potential for, or exposure to COVID-19. These temporary closures and suspensions are in effect until the end of April at which point, we will reassess as more information becomes available. We will monitor guidance and recommendations from the Centers of Disease Control (CDC) and our Federal, State and local officials.

Stay well, enjoy this time with your family and please check on your elderly neighbors.

Mayor Peggy A. Wells
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