

SALEM UTILITIES DEPARTMENT

City of Salem, Ohio
231 South Broadway Avenue
Salem, Ohio

Telephone (300) 337-8723
FAX (330) 332-9615

SERVICE REQUEST – WATER & SANITARY SEWER

TO OBTAIN WATER OR SANITARY SEWER SERVICE WITH THE SALEM UTILITIES DEPARTMENT inside THE CITY OF SALEM OR SALEM’S SERVICE DISTRICT FOR ESTABLISHED OR EXISTING DEVELOPED PROPERTIES

When an APPLICANT purchases an existing property or leases / rents an existing property

- 1) Applicant shall bring to the Salem Utilities Department Billing Office, 231 South Broadway Avenue a copy of their **“Purchase Agreement”** if the property deed has not been transferred to show on the Columbiana County Auditor’s Office record site OR in the case of leasing or renting a property, bring a **“Rental Agreement”**, an identification; such as a State Identification, Federal Identification Number, or Drivers License.
- 2) If a utility bill is owed to the Salem Utilities Department for the property to be purchased, leased or rented; the bill has to be paid in full in order to have the service transferred.
- 3) If applicant is purchasing or leasing / renting a property within the Salem Utilities Department Service District and owes a bill at another location, that bill also has to be paid in full before service will be transferred.
- 4) Property owner or leaser / renter shall sign their respective **“responsibility certificate”** at the Salem Utilities Department Office.
- 5) The property owner or leaser / renter shall take the respective “responsibility certificate” to the Salem Income Tax Department to complete their paper work.
- 6) Salem Utilities Department Customer Service Hours are:
 - 8:00 a.m. to 4:30 p.m., Monday – Friday. **(330) 337-8723**

New Water and/or Sanitary Sewer Service from existing utility mains

- 1) Request the proper service application at the Salem Utilities Department Billing Office.
- 2) Complete the application, and after reading the instructions provided with the application return all pages of the completed application to the Salem Utilities Department for their review.
Allow two (2) weeks for review and approval.
- 3) Applicant will be contacted if additional information is required. If application is approved, all fees shall be paid in full before scheduling of service taps.

New Property Developments Requesting Water and/or Sanitary Sewer Service

- 1) Each new project development shall be treated individually. Planning for Water or Sanitary Sewer requires Local and State Authorization. Developers shall make an appointment with the Office of the Superintendent of Utilities, City of Salem, Ohio by calling **(330) 337-8723**.