

CITY OF ASHTABULA
FINANCE DEPARTMENT

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Date: 9/6/2024

Dear Valued Ashtabula County Sewer Customers,

We wish to apprise you of an error in this year's assessment for residents with county sewer on their sewer bill. Unfortunately, a portion of the assessment was inadvertently duplicated. We acknowledge the inconvenience this may have caused and assure you that we are fully committed to rectifying this oversight by promptly issuing refunds for the duplicated amounts.

Having received a comprehensive list of homeowners who have diligently fulfilled their real estate tax obligations, including this assessment, from the county auditor, we are actively expediting the refund process for the duplicated amounts. These refunds will be disbursed to the individuals responsible for the real estate tax payments. To facilitate a seamless and swift processing of the refunds, we respectfully request homeowners (or the individuals responsible for the real estate tax payments) to provide proof of payment, such as a cash receipt, canceled check, or credit card receipt, along with their name and address to the City of Ashtabula Finance Department. Alternatively, a stamped receipt from the Ashtabula County Auditor/Treasurer's office of the paid tax bill will also serve as sufficient proof of payment. We are respectfully requesting a response by or on 9-30-24. We anticipate that the refund processing period will fall within 2-4 weeks from the date the verification is tendered. Please note that payments made after 8-26-24 to the county for real estate tax assessments in error will remain on the account as a credit to the real estate taxes, as the duplicated amounts have been removed as of that date. We appreciate your understanding and patience in this matter.

Warm regards,

Marie Yvrose Augustin