



**The City of Cortland is Committed to Maintain
Water Service to Customers Through
Coronavirus Health Emergency**
*The City will temporarily suspend shutoffs and offer
payment options
to help ease hardships*

Effective Immediately: Due to the Coronavirus health emergency The City of Cortland is temporarily not accepting water payments via the lobby window. We encourage you to use the drop box that is to the right of the entrance door or you may pay thru the Customer Portal. To access the customer portal please visit cortlandoh.authoritypay.com. If you have not signed up for the portal and would like to make your payment thru the portal you will need your account number and customer ID number (CID number). If you do not have your customer number or your CID number, please call the office at 330-637-3916.

If you will be having difficulty in making your water payment, please call 330-637-4263 to make payment arrangements at this time.