

WHO TO CONTACT

ISSUE	CONTACT	PHONE
Accident Information, 911 Tape, Photos, Property Recovery	Police Records	(330) 689-5790
Animal Control – Public Property	Police Dispatch	(330) 689-5700
Animal Removal – Private Property:		
Expired Animal (Pay to Remove)	Greg Miller Animal Control Services	(440) 232-2964
Injured Animal	Ohio Dept. of Natural Resources	(330) 644-2293
Pay to Trap	Greg Miller Animal Control Services Smith Nuisance Wildlife Services	(440) 232-2964 (330) 256-0856
Animal Removal (Expired) – Public Property	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Beaver Dam in Waterways		
	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Bee Removal:		
Private Property	Summit Bee Keeper Club	(330) 653-5189
Public Property	Public Service Dept. Sue Mottl (<i>Urban Forestry</i>)	(330) 689-2829 (330) 689-5121
Block Party Permit	Vicki Huff (<i>Mayor's Office</i>) April Dirker Teresa McDonnell	(330) 689-2802 (330) 689-2851 (330) 689-2890
Bow Wow Beach	Parks & Recreation	(330) 689-5100 www.funinstow.com
Brush Recycling Drop-Off (Mulch, Tree Clippings, etc.) <i>Weekdays: 8:00 a.m. to 3:00 p.m.</i> <i>Weekends: 10:00 a.m. to 2:00 p.m. (2nd & 4th Saturday)</i> <i>Holidays: Closed</i>	5070 Stow Road (<i>Across from Silver Springs Park</i>) City of Stow Website Sue Mottl (<i>Urban Forestry</i>)	www.stowohio.org (330) 689-5121
Cable TV Consumer Hotline		
		(800) 686-7826
Catch Basin or Ditch Plugged	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Cell Towers	Rob Kurtz (<i>Planning Dept.</i>)	(330) 689-2811
Cemetery	Tom Fanara (<i>Street Dept.</i>) Bev Hurst	(330) 689-2946 (330) 689-2742
Child Safety Seats	Hudson Fire Department Akron Automobile Association (AAA)	(330) 342-7588 (330) 762-0631
City Maps	Mary Botts (<i>Engineering</i>)	(330) 689-2712
Code Red (Emergency Notifications):		
Enrollments or Updates	City of Stow Website	www.stowohio.org
Problems or Questions	Lisa Paxton (<i>Information Systems</i>)	(330) 689-2838
Community Information & Referral Services (Food Assistance, Rent Assistance, Lifeline, Financial Assistance, Health Coverage, Social Services, etc.)	Info Line, Inc. Ohio Benefit Bank	(330) 376-6660 www.infolineinc.org (800) 648-1176 www.ohio.benefits.org
Conference Room Reservations:		
City Hall (Boards & Commissions Room, 2 nd Floor Conference Room, or Council Chambers)	Vicki Huff (<i>Mayor's Office</i>) April Dirker Teresa McDonnell Pam Daerr (<i>Planning Dept.</i>) Bonnie Emahiser (<i>Council Office</i>)	(330) 689-2802 (330) 689-2851 (330) 689-2890 (330) 689-2812 (330) 689-2850
Safety Building (Community Room)	Marguerite Amonett (<i>Fire Dept.</i>)	(330) 689-3299

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Consumer Complaints	Ohio Attorney General's Office	(800) 282-0515
Culvert Replacement	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Curb Cuts	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Deck Requirements and Permits	Planning Dept.	(330) 689-2819
Disposal of Unused Medications (D.U.M.P. Box)	Safety Building Lobby 3800 Darrow Rd.	
Ditch Enclosure	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Drainage Problems on City-owned Property	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Drive Approach Widening	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Electric Aggregation Program: (6% off Price to Compare through April 2018)		
Enrollment, Cancellation, Verify in Program	First Energy Solutions	(866) 636-3749
General Questions	Public Service Dept.	(330) 689-2829
Employment (Applications, Job Openings/Status, Seasonal Positions, Temporary Agencies)	Jill Janson (<i>Human Resources Dept.</i>)	(330) 689-2824
Employment Verification	JoAnn Fatula (<i>Finance Dept.</i>) Reed Porter	(330) 689-2834 (330) 689-2832
EMS Billing Questions	Life Force Management	(330) 626-5450
EMS Run Report	Jen Straka (<i>Fire Dept.</i>) Marguerite Amonett	(330) 689-3287 (330) 689-3299
Fence Requirements and Permits	Planning Dept.	(330) 689-2819
Flags (Utility Markings) Placed in Tree Lawn	Ohio Utilities Protection Service (OUPS)	(800) 362-2764 or 811
Flooding Issues:		
City Property	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Private Property	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Gas Aggregation Program: (\$3.636 per Mcf for usage April 2017-March 2018)		
Enrollment, Cancellation, Verify in Program	Constellation NewEnergy-Gas Div.	(844) 516-5250
General Questions	Public Service Dept.	(330) 689-2829
House or Commercial Building Numbering	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Hydrant Flushing	Jeff Shaver (<i>Water Dept.</i>)	(330) 689-2911
Indigent Burials	Jill Janson (<i>Public Service Dept.</i>)	(330) 689-2824
Individuals with Disabilities	Teresa McDonnell (<i>Mayor's Office</i>) Vicki Huff	(330) 689-2890 (330) 689-2802
Landlord/Tenant Issues	Fair Housing Contact Service	(330) 376-6191
Leaf-Pick-up	Bev Hurst (<i>Street Dept.</i>) Fall Program Information Line	(330) 689-2742 (330) 689-2927

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Mailbox Damaged by Snowplow or Leaf Machine	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Manhole Covers	Bev Hurst (<i>Street Dept.</i>) Public Service Dept.	(330) 689-2742 (330) 689-2829
Moral Claim Forms	Ann Nangle (<i>Law Dept.</i>) City of Stow Website	(330) 689-2862 www.stowohio.org
Mosquito Control:		
Hotline to Report an Issue (i.e., Stagnant Water)	Summit County Public Health	(330) 926-5668
Spray Schedule	Summit County Public Health	(330) 926-5667 www.scphoh.org
Neighborhood Mediation Program		
Neighborhood Mediation Program	Law Dept.	(330) 689-2869
Nuisances (Trash, Car, High Grass)	Zoning Dept.	(330) 689-2819
OUPS Markings for Water Utility		
OUPS Markings for Water Utility	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Oversized/Wide Loads – Use on Local Streets	Marguerite Amonett (<i>Fire Dept.</i>)	(330) 689-3299
Parade/Race Permits		
Parade/Race Permits	Linda Nahrstedt (<i>Parks & Recreation</i>)	(330) 689-5159
Patio Requirements	Building Dept.	(330) 689-2729
Paving (New or Resurfacing)	Marc Anderson (<i>Public Service Dept.</i>)	(330) 689-5111
Permits	Building Dept.	(330) 689-2729
Pond Problems	Sue Mottl (<i>Urban Forestry Dept.</i>)	(330) 689-5121
Property Line Questions (Distance Shed/Bldg to Line)	Planning Dept.	(330) 689-2819
Property Pin Location	Professional Land Surveyor	www.PLSO.com
Radon Test Kit		
Radon Test Kit	Summit County Public Health Ohio Department of Health	(330) 926-5600 (800) 523-4439
Recycling:		
Aluminum Cans; Paper; Thin Cardboard	Fire Station #2: (<i>Behind Building</i>) 4199 Hudson Dr.	
Aluminum/Metal Cans, Glass Bottles, Plastics #1 & #2, Telephone Books, Newspapers, Magazines, Office Paper, Junk Mail <i>Summit County Residents Only</i>	Hudson Middle School: 77 N. Oviatt St. McDowell Elementary School: 280 N. Hayden Pkwy.	
Electronic Devices (Cell Phones, iPads, iPods)	City Hall Receptionist 3760 Darrow Rd.	(330) 689-2890
Household Hazardous Waste <i>Open: 2 PM-7 PM Every Thursday, June thru Sept.</i>	Summit Reworks 1201 Graham Rd.	(330) 374-0383 www.summitreworks.com
Paper Items (Cardboard, Mail, Catalogs, Books, Newspapers, Magazines, Brown Paper Bags, Office Paper, Shredded Paper in Paper Bags)	5080 Stow Rd. (<i>Behind Silver Springs Cemetery</i>)	
Paper Items (Listed Above) Excluding Cardboard	City Hall	
Yard Waste (Possible Materials Accepted: Brush, Leaves, Tree Debris, Grass, Hardwood Shavings, Mulch, Fill Dirt, Sod, Shrub Trimmings)	All Ohio Landscaping Sagamore Soils Compost Earth-n-Wood	(330) 650-2226 (330) 656-5720 (330) 655-0680
Roadway Dirt/Mud from Construction Projects	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712

ISSUE	CONTACT	PHONE
Sanitary Sewer Connections/Problems	Summit County Dept. of Sanitary Sewer Services	(330) 926-2400
School Flasher Repair/Timing Schedule	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Shed Requirements and Permits	Planning Dept.	(330) 689-2819
Sidewalk Issues:		
Area With a Tree Lawn Tree	Sue Mottl (<i>Urban Forestry Dept.</i>)	(330) 689-5121
Area Without a Tree Lawn Tree	Property Owner	
Sign Permits	Planning Dept.	(330) 689-2819
Signage on S.R. 8 (Restaurant Advertisements)	ODOT District 4 – Mike	(330) 786-4826
Signage Requests for Safety & Signalization Committee	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Smoke Detector Battery Replacement Assistance	Fire Dept. Administration	(330) 689-3290
Snowplow Assistance for Elderly & Disabled (<i>Program Runs November 15 to April 15</i>)	Public Service Dept. Information Line	(330) 689-2829 (330) 689-2820
Snowplowing – City Streets	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Solicitation Permits	Vicki Huff (<i>Mayor's Office</i>) Teresa McDonnell	(330) 689-2802 (330) 689-2890
Storm Sewer	Mike Jones (<i>Engineering Dept.</i>)	(330) 689-2710
Storm Water Inflow & Infiltration Program	Mike Jones (<i>Engineering Dept.</i>)	(330) 689-2710
Storm Water Testing	Summit County Public Health	(330) 926-5600
Street Issues (Pot Holes, Street Markings, Curbs)	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Street Lighting:		
Problems or Outages	Ohio Edison	(800) 633-4766
Requests or Questions	Nick Wren (<i>Public Service Dept.</i>)	(330) 689-2821
Street Signs	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Swimming Pools:		
Complaints for Vacant Houses	Summit County Public Health	(330) 923-4891
Requirements and Permits	Planning Dept.	(330) 689-2819
Ticket Payments:		
Pink Ticket	Stow Municipal Court	(330) 564-4200
Yellow Ticket	Stow Police Dept.	(330) 689-5790
Traffic Signal:		
Repairs	Bev Hurst (<i>Street Dept.</i>)	(330) 689-2742
Requests for Safety & Signalization Committee	Mary Botts (<i>Engineering Dept.</i>)	(330) 689-2712
Trash Haulers – Commercial Waste Pick-up:		
Hometown Services of Ohio		(330) 414-5151
Huth Rubbish Service		(330) 794-8371
Kimble Companies		(800) 201-0005
Ohio Disposal		(877) 343-5255
1-2-3 Disposal		(330) 848-8171
Republic Services		(800) 247-3644
Rumpke Waste & Recycling		(800) 828-8171
Waste Management		(866) 797-9018

ISSUE	CONTACT	PHONE
Trash Haulers – Residential Trash Pick-up:		
Hometown Services of Ohio		(330) 414-5151
Kimble Companies		(800) 201-0005
1-2-3 Disposal <i>(Not Accepting New Customers)</i>		(330) 848-8171
Republic Services		(800) 247-3644
Waste Management		(866) 797-9018
Trash Haulers – Roll-Off Container Rental:		
Glenn's Hauling		(330) 794-2961
Huth Rubbish Service		(330) 794-8371
Jones Roll-Off Containers		(330) 882-5099
Kimble Companies		(800) 201-0005
Ohio Disposal		(877) 343-5255
Republic Services		(800) 247-3644
Rumpke Waste & Recycling		(800) 828-8171
Waste Management		(866) 797-9018
Tree Branches (or any part of tree) in Roadway (Hazardous)	Police Dispatch	(330) 689-5700
Tree Lawn Tree Problems (Non-Hazardous)	Public Service Dept. Sue Mottl <i>(Urban Forestry Dept.)</i>	(330) 689-2829 (330) 689-5121
Trick or Treat	Vicki Huff <i>(Mayor's Office)</i> April Dirker Teresa McDonnell	(330) 689-2802 (330) 689-2851 (330) 689-2890
Utilities – Residential Service:		
Cable	AT&T Spectrum	(800) 288-2020 (877) 772-2253
Electric	Ohio Edison	(800) 633-4766
Gas	Dominion East Ohio	(800) 362-7557
Phone	AT&T	(800) 288-2020
Sewer	Summit County Dept. of Sanitary Sewer Services	(330) 926-2400
Water	City of Stow – Water Billing	(330) 689-2889
Voting Questions	Summit County Board of Elections	(330) 643-5200
Water Break Repairs:		
Road Repair	Bev Hurst <i>(Street Dept.)</i>	(330) 689-2742
Sidewalk Repair	Bev Hurst <i>(Street Dept.)</i>	(330) 689-2742
Tree Lawn Restoration	Jeff Shaver <i>(Water Distribution)</i>	(330) 689-2911
Water Complaints	Jeff Shaver <i>(Water Distribution)</i> Bev Hurst <i>(Street Dept.)</i>	(330) 689-2911 (330) 689-2742
Water Connection (Well to City Water)	Mary Botts <i>(Engineering Dept.)</i>	(330) 689-2712
Water for Purchase	Jeff Shaver <i>(Water Distribution)</i> Bev Hurst <i>(Street Dept.)</i>	(330) 689-2911 (330) 689-2742

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Water Meter Leaking	Water Billing	(330) 689-2889
Water Meters	Mary Botts (<i>Engineering</i>)	(330) 689-2712
Water Taste/Odor Issues	City of Akron, Water Plant Division, Ray Flasko	(330) 678-0077 Ext. 455
Wires Down or Low Hanging (Power/Utility)	Police Dispatch	(330) 689-5700
Zoning Requests / Violations	Planning Dept.	(330) 689-2819

DEPARTMENT DIRECTORY

CITY HALL	(330) 689-2700
BUILDING	(330) 689-2729
CEMETERY	(330) 689-2828
CIVIL SERVICE	(330) 689-2736
COUNCIL OFFICE	(330) 689-2859
ENGINEERING	(330) 689-2719
FINANCE	(330) 689-2839
FIRE ADMINISTRATION	(330) 689-3290
HUMAN RESOURCES	(330) 689-2805
INCOME TAX	(330) 689-2849
LAW	(330) 689-2869
MAYOR'S OFFICE	(330) 689-2800
PARKS & RECREATION	(330) 689-5100
PLANNING	(330) 689-2819
POLICE ADMINISTRATION	(330) 689-5795
POLICE DISPATCH (EMERGENCY)	911
POLICE DISPATCH (NON-EMERGENCY)	(330) 689-5700
POLICE RECORDS	(330) 689-5790
POLICE YOUTH DIVISION	(330) 689-5860
PUBLIC SERVICE	(330) 689-2829
STREET	(330) 689-2749
URBAN FORESTRY	(330) 689-5120
WATER BILLING	(330) 689-2889
WATER DISTRIBUTION	(330) 689-2910
ZONING	(330) 689-2819