

City of AURORA

DEPARTMENT OF PUBLIC SERVICES

Ann Womer Benjamin, Mayor

Residential Services 2026

The Department of Public Services is responsible for community improvement, construction, and maintenance of all public works, buildings, cemeteries, roads, and all other public places in the municipality. The Department of Public Services includes Engineering, Service, Water, and Wastewater. The following information is provided as a guide for residential services available to the residents of Aurora. Additional information on these services can be found online at auroraoh.com or by calling **330.995.9116**.



SHRED DAY

Aurora residents are able to bring up to 6 standard sized boxes of paper in need of shredding. All items will be shredded immediately on site.

Upcoming dates: April 11, 2026 &
October 24, 2026

Time: 9:00 am—12:00 pm

Location: Brown Keidel Service Center
158 W. Pioneer Trail

Curbside Trash and Recycling

Trash Collection:

Each property owner requiring service must utilize the city's designated contractor, Rumpke.

Rumpke will provide weekly trash and recycling services for Aurora residents.

Invoices will be mailed quarterly.

Recycling Collection:

One 95-gallon toter will be provided to each residence.

**Mandatory Participation
fee per
City Ordinance 1997-037**

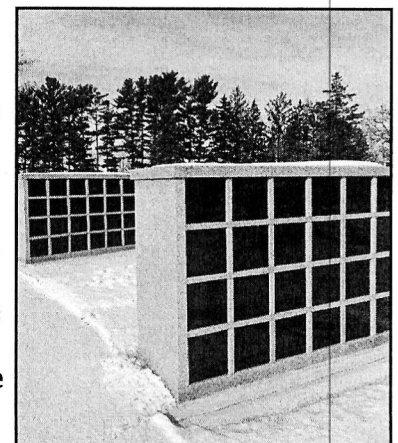
**Rumpke
1.800.828.8171
rumpke.com**

Essential City Phone Numbers

EMERGENCY DIAL	9-1-1
Police (Non-emergency)	330.562.8181
Fire (Non-emergency)	330.562.7171
City Hall	330.562.6131
Mayor	330.995.9126
Public Service Department	330.995.9116
Water Department	330.995.9109
Council Office	330.995.9125
Planning, Zoning & Building	330.562.9564
Parks & Recreation	330.562.4333
Law Department	330.995.8866
Rumpke (Trash & Recycling)	800.828.8171
OUPS	800.362.2764
Portage County Solid Waste District	330.678.8808

New for 2026!

The Department of Public Services has added a new feature to the Cemetery. We now have two columbaria that have spaces available for purchase. This accommodating layout allows for future expansion and may be a great option for those interested.



Utility Reminders

- Utility bills are due quarterly. You can access the city's online bill pay service, Invoice Cloud, through the city's website at auroraoh.com. There is **no fee** when paying through your checking or savings account. When using a credit/debit card there is a \$4.25 fee per transaction (maximum transaction is \$350.00). An additional \$.95 fee is charged when you make a phone payment, 855.948.1922. Payments also accepted by mail or in person.
- Customers can conveniently view and pay their water/sewer bill online, make one-time payments, set up automatic payments, and go paperless all through Invoice Cloud.
- Hydrant flushing will take place in the spring.
- The 2025 Consumer Confidence Report (CCR) will be available to view online by the end of April.
- If you have an in-ground sprinkler system installed on your property, you must have a backflow device installed as mandated by the Ohio EPA. The backflow device must be tested annually, and the results submitted online by your tester to Backflow Solutions, Inc. (BSI) whether you use your system or not. To avoid the annual testing, you have the option to disconnect your system. Please call the Water Department for information and any questions you may have at 330.995.9109.
- The meter change out program is continuing. If you received an estimated bill or a letter from the water department, please call to schedule a meter change out appointment.

Technology Recycling

The city's technology recycling program is offered to Aurora residents, at no cost, to responsibly dispose of electronic waste while minimizing its impact on the environment. Collected items will be safely recycled. Residents can utilize this drop-off program 7:30 am - 4:00 pm Monday-Friday with the exception of scheduled holidays.

Acceptable Items	Not Acceptable Items
Flat Televisions	Tube Televisions
Cell Phones, Tablets and Accessories	Light Bulbs
Laptops and Computers	Appliances
Printers	Small Kitchen Appliances
Cameras	Car Batteries
Game Consoles and Accessories	
VCR/DVD Players	
Scanners	
Accessory Cords	

* Drop off location *
158 W. Pioneer Trail

Additional Recycling Options

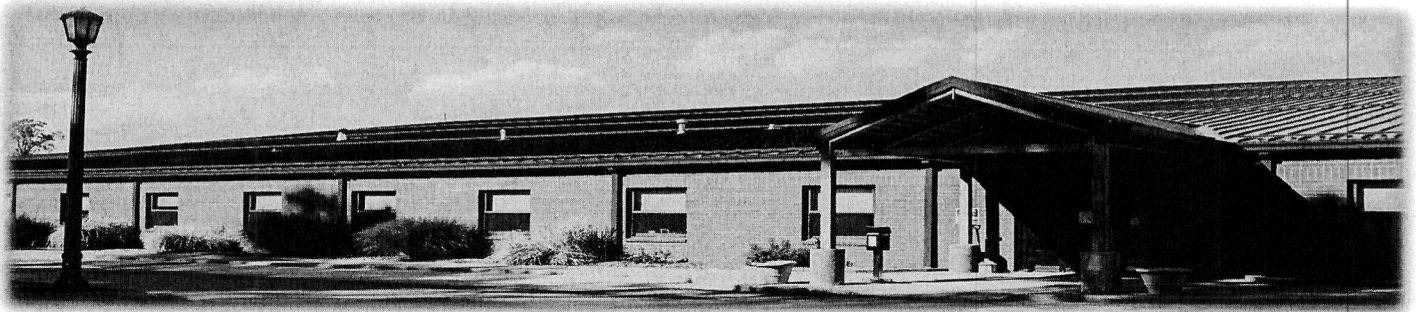


- **Tires:**
TireMax (Aurora): 330.954.8181
Discount Tire (Bainbridge): 330.954.5218

*Fees may apply
- **Batteries & Light Bulbs:**
Batteries Plus Bulbs (Macedonia): 330.467.8100

*Fees may apply
- **Old Paint:**
Remove lid, dry with sand or kitty litter, and dispose of dry paint through curbside trash collection.
- **Used Motor Oil:**
Aurora Car Care: 330.562.8082 (call ahead)
Auto Zone (Streetsboro): 330.422.1265
Auto Zone (Macedonia): 330.468.5513
- **Old Gasoline:**
Aurora Car Care: 330.562.8082 (call ahead)
- **Household Hazardous Waste:**
Portage County Solid Waste District (Kent): 330.678.8808

* Open the 1st Monday of every Month from 2 - 6 pm for drop offs. Visit portagerecycles.com for more info and additional programs.



Frequently Asked Questions

Q: Who takes care of nuisance animals? Who takes care of dead animals on the road?

A: Nuisance: The Police Department at 330.562.8181 can provide referrals.

A: Dead animals within right-of-way: The Service Department at 330.995.9116.

Q: If I am experiencing an issue with my drinking water, whom do I call?

A: The Water Department at 330.995.9109.

Q: If I am experiencing a sanitary backup, whom do I call?

A: The Service Department recommends calling a plumber. If a plumber suspects an issue on the city's main line, the city will check the sanitary system near your home to ensure proper flow.

Q: Whom should I call if my trash or recycling is missed?

A: Rumpke at 800.828.8171.

Q: If I am interested in purchasing a plot at the Aurora Cemetery, whom do I need to call?

A: The Service Department oversees the Aurora Cemetery. Please call 330.995.9116.

Roadside Street Lights

How do I report a street light out?

Ohio Edison owns and does any necessary repairs to most of the street lights in the city. Those repairs tend to happen faster if the problem is reported to Ohio Edison directly.

To report problems with existing street lights, please contact the company at 1.888.544.4877 or online at firstenergycorp.com. Notifications should include a street address, the number of the nearest building, crossroad or landmark, as well as the pole number, when available.

Power Lines and Trees

If you believe a tree is growing too closely to a power line, Ohio Edison can assess the situation and determine if the tree needs attention before the next scheduled trimming. You can contact Ohio Edison at 1.888.544.4877