



Doug & Sam!

Our team is expanding and we'd like to introduce them to you! (Photos to come when we can get everyone in on a picture!)

Doug has joined our team as a Water Consultant. A local to Lima, and a Culligan Water customer himself, he will be assisting our customers with water analysis and applying the right solution to meet your water needs.

Sam joins us with 9 years of water treatment experience! He will be working in the service department as one of our lead technicians installing and servicing water treatment equipment.

Local Spotlight



Dedicated to fine quality drinks previously only available to the highest ranks in the Irish Mafia, this Bloomfield destination specializes in epic ales, lagers, IPAs & bar food with a traditional Irish spin. Join them this month for their Annual St. Patrick's Day Weekend Social!

Follow them on Facebook, Instagram, or at IrishMafiaBrewing.com



System News & Updates



Billing FAQs

Why the reason for the change?

Our previous system processed balanced forward billing of a run-on list of charges that accrued on your account. Our new system allows us to process an invoice directly relating to a particular delivery, service, or transaction; and include details of what occurred.

Our previous ability allowed us to bill once, at the end of the month. This created a lag with beginning of the month customers receiving their bills almost 30-40 days after their service occurred. We now can provide you a more timely bill.

What do Late Fee Invoices show?

If an invoice goes unpaid a late fee is processed, creating a Late Fee Adjustment Invoice with a numbering of -1 at the end. So if your original invoice was 12345, the Late Fee Invoice will be 12345-1.

What are the Customer Benefits?

You now have the option of setting of auto pay through your bank account (only credit card before).

You now have the ability to pay your invoice online through a payment link that you receive when an invoice is emailed to you.

You now have access to an Online Portal where you can see current and previous invoices, along with services.

Customer Portal



Our new online customer portal gives you more communication and functionality with us!

- Submit a request for an appointment. It comes directly to our office and we will reach out to you to confirm your service.
- View your invoice & service history. *This is only for 10/1/22 and onward. Anything prior was imported from our old system and will not look the same.
- Pay your invoice online.

Directions:

1. Ensure you have provided us with an email address on your account.
2. Go to culliganlima.myservicetitan.com. A prompt at the bottom of the screen will ask you to "Request an Invitation". Click on it and enter your email.
3. An email will be sent to you to create your login credentials & access your portal!