

Our Call Center is Here to Serve You

Over the phone: whether you have questions about your City of Columbus utility bill or need to schedule a service call, please contact us at 614-645-8276 Monday - Friday between 7:00 a.m. and 6:00 p.m.

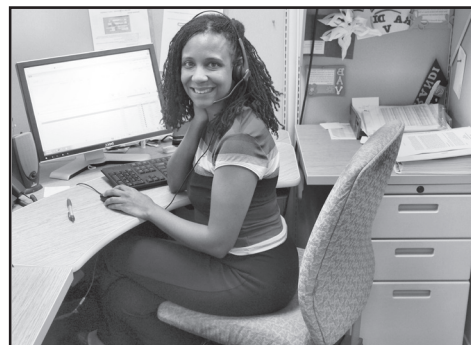
In person: if you prefer to speak to one of our representatives in person, please visit our Public Office Monday through Friday, which is open from 7:30 a.m. to 5:00 p.m. It is located on the second floor of the Dana G. "Buck" Rinehart Public Utilities Complex, 910 Dublin Road, Columbus.

By email: customer service questions can also be sent to utilityleadrep@columbus.gov. Please allow 2-3 business days for a response from one of our lead representatives. See below for after hours emergency situations. *Note: Occasionally emails are blocked by our firewall. If you do not receive an immediate automated response, your email may not have been received.*

After hours and emergencies: if you require immediate assistance outside of normal business hours (i.e. a large water leak, sewer collapse or city power/non-AEP outage) please call our customer service line at 614-645-8276 and follow the prompts for our 24/7 maintenance desks, or call these emergency lines directly:

Water	614-645-7788
Sewer/stormwater	614-645-7102
Power/streetlights	614-645-7627

Please note that while we love hearing from our customers over social media and encourage you to follow us for important announcements, our social media pages are not monitored by maintenance desk personnel or around the clock. Service calls must go through one of the above numbers for a work order to be generated and a crew to be dispatched.



Are You a "Snowbird?"

With cold weather right around the corner, some customers begin planning extended trips to warmer climates. If you spend the winter months further south, or are just planning to be away for an extended period of time, please follow the tips below.

1. Contact Customer Service. If you provide us the approximate dates that your property will be unoccupied, we can flag the account to not to send out automatic low consumption inspection letters. When a meter suddenly shows little or no usage, it can indicate an issue with the meter, whether it be through malfunction or tampering. When this occurs, to determine if our system is working properly, we mail inspection letters asking to inspect the meter. If we receive no response, the water service may be subject to termination. Calling customer service in advance prevents this from occurring. You can also provide a temporary forwarding address if needed.

2. You may also want to turn off the water to your property and drain any excess water from the pipes. Turn off the water at the main valve next to the water meter (usually in the basement) or call Customer Service to turn off at the curb (a \$30 charge and reconnection fees also apply). This helps prevent leaks or frozen pipes while you are away. Please note: while turning off the water to the property is a good first step, it does not guarantee that you will not experience a water issue. Please contact a plumber for more information on how to properly winterize your pipes.

-Please see updated bill payment location information on the next side-



Please join us on Facebook (Columbus Public Utilities) and Twitter (@cdpu)

Bill Payment Options

City utility bills can be paid online, by mail, phone, in person or through drop boxes at various locations below. Automatic bill pay can also be set up through directpaymentplan.com. Please note that credit card payment is accepted only through the on-line and phone options. Bank credit card service fees and outside vendor fees are passed along to the customer.

On-line (credit card), 24/7:

<https://www.columbus.gov/utilities/>

By phone (credit card):

614-645-8276, Monday - Friday, 7 AM - 6 PM

Mail: (checks and money orders only):

Columbus City Treasurer - Power, Sewer & Water Services
PO Box 182882
Columbus, OH 43218-2882
(Make check payable to: Columbus City Treasurer)

In-person (cash, check or money order):

Dana G. "Buck" Rinehart Utilities Complex
910 Dublin Road, Columbus
Monday - Friday, 7:30 AM - 5 PM; after hours drop box (no cash, front side of drive-through building)

City Treasurer's Office, City Hall
90 W. Broad Street, Columbus
Monday - Friday, 8 AM - 4:30 PM; after hours drop box (no cash, southeast entrance to City Hall)

Western Union locations -

Beginning October 4, 2016, in addition to Kroger stores, Columbus area Meijer, Giant Eagle and Walgreens stores will also accept Columbus utility bill payments. Walmart will no longer accept city utility bill payments effective October 1. For a complete list of payment locations, please visit our website at columbus.gov/utilities. Please be aware that these contracted vendor payment locations charge a convenience fee.

THE CITY OF COLUMBUS
DEPARTMENT OF PUBLIC UTILITIES
910 Dublin Rd
Columbus, OH 43215-1169
Customer Service Inquiries
Monday-Friday 7:00 AM - 6:00 PM
614-645-8276
<http://utilities.columbus.gov/>

Account Summary
Account Number: 33333-111111
Customer Name: Joe Q Customer
Service Address: 123 CUSTOMER LN
Service Period: 06/01/2016 to 06/30/2016
Bill Date: 06/30/2016
Previous Balance: \$206.80
Payment Received: \$0.00
Balance Forward: \$0.00
New Charges Due: 09/07/2016 \$252.38

Meter Reading Details
Service Period: 06/01/2016 to 06/30/2016
Meter Reading Details Table:
Meter	Reading	Mut.	Usage	Units
WCN	3400221	585	582	1

Detail of New Charges
Description	Amount
WATER BASE CHARGE	\$25.24
WATER USAGE @ 2.7000000	\$45.36
SEWER SEWER CHARGE	\$12.41
SEWER USAGE @ 4.4300000	\$58.51
CLEAN RIVER FUND	\$41.40
New Charges Total	**\$252.38**

Usage History
Current Quarter	Previous Quarter	One Year Ago
95	87	87

Amount Enclosed \$

MAKE CHECKS PAYABLE TO:
COLUMBUS - CITY TREASURER
SEWER AND WATER SERVICES
PO BOX 182882
COLUMBUS, OH 43218-2882

Behind on Your Bill?

If you get behind on your bill and are having difficulty catching up, please call to discuss setting up a payment plan to bring it current. Do not wait until you receive a shut-off notice because once that process starts, it can be difficult to stop unless full payment is made. Call 614-645-8276 to discuss options.

Discounts for Low Income and Senior Customers

Low income and senior discounts are available for qualifying customers. Guidelines and applications are available on our website at www.columbus.gov/utilities or call Customer Service for more information, 614-645-8276.