

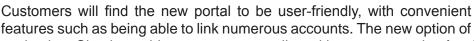


columbus.gov/utilities

New Ways to Receive and Pay Your Columbus Utility Bill

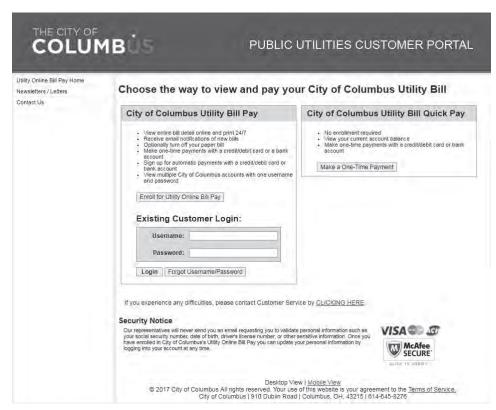
The following customer service improvements are available through our new Customer Portal -- found from the home page on our website at https://www.columbus.gov/utilities -- where Columbus utility customers can now sign up for or access:

- Paperless eBill
- Pay online via eCheck or credit card
- Auto pay
- Bill copies and portal payment history
- Submit billing inquiries
- Customer newsletters/letters



GO PAPERLESS!

paying by eCheck provides a way to pay online without a processing fee. The \$2 convenience fee for payment by credit card will still apply, which helps offset credit card company fees that are charged to the city. Inquiries submitted through the portal, allowing customers to contact our Call Center staff anytime at their convenience and in a secure setting, will receive responses within three business days. Responses to closed requests will also be accessible from the portal.



These improvements are in response to requests from many customers to better suit their bill payment needs. Other improvements will involve upgrades to the call center phone system. Please watch for more updates on other customer service improvements in this newsletter.

Less paper, more convenience, and faster payment processing; we invite you to check out the new features on our Customer Portal and sign up today!

For questions or assistance, please call Customer Service at 614-645-8276, weekdays 7AM to 6PM, or email us: utilityleadrep@columbus.gov.

Bill Payment Options

Columbus utility bills can be paid online, by mail, phone, in person, through drop boxes at locations below and now by eCheck. Automatic bill pay is also available. Credit card payment is accepted only through the online and phone options; a \$2 convenience fee for credit payment applies to help offset the fees credit card companies charge the city. Outside vendor fees are passed along to the customer.

Online (eCheck, 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, drive-through)

* Note: this payment location will be moving to a new downtown location in early 2018 - please visit our website to check current in-person locations or call Customer Service at 614-645-8276.

Western Union locations

At Columbus area Kroger, Meijer, Giant Eagle and Walgreens stores. For a complete list, please visit www.westernunion.com/us/en/pay-bills.html. Please be aware that these contracted-vendor payment locations charge a convenience fee.

Auto Pay:

Please visit the new Customer Portal for details and to sign up: https://www.columbus.gov/utilities/.

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. Please do not wait until you receive a turn-off notice due to bill delinquency - once that process starts, it can be difficult to stop unless full payment is made. Call Customer Service at 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 columbus.gov/utilities or call Customer Service at 614-645-8276.

