

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

Customers will find the new portal to be user-friendly, with convenient features such as being able to link numerous accounts. The new option of 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.

A screenshot of the City of Columbus Public Utilities Customer Portal. The header includes "THE CITY OF COLUMBUS" and "PUBLIC UTILITIES CUSTOMER PORTAL". The main heading is "Choose the way to view and pay your City of Columbus Utility Bill". There are two main sections: "City of Columbus Utility Bill Pay" and "City of Columbus Utility Bill Quick Pay". The "Pay" section lists options like viewing bills online, receiving email notifications, and making one-time payments. The "Quick Pay" section lists options like no enrollment required and viewing current account balance. There is an "Existing Customer Login" section with fields for Username and Password, and a "Login" button. At the bottom, there is a "Security Notice" and logos for VISA, MasterCard, and McAfee SECURE.

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/>.

Account Summary

Account Number:	18151-11111
Customer Name:	4043 Customer
Service Address:	121 COLUMBUS LN
Service Month:	06/20/2016 to 06/20/2016
Bill Date:	06/20/2016
Payment Amount:	\$382.38
Minimum Payment:	\$200.00
New Charges Due:	06/07/2016
Total Amount Due:	\$382.38

Meter Reading Details

Service	Meter Number	Current Reading	Previous Reading	Usage	Unit
SEWER	34900271	380	340	40	CU

Detail of New Charges

Service	Rate	Usage	Amount
SEWER	\$9.56/CU	40 CU	\$382.38

Usage History

Month	Usage	Cost
Current Quarter	40	\$382.38
Previous Quarter	47	\$447.32

Total Amount Due by 06/07/2016: \$382.38

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.