

New Customer Portal Begins May 31

The City of Columbus has a new Customer Portal vendor. It will be necessary to re-register your portal account beginning May 31, which for most accounts will take just a few minutes. The portal link is available from our website home page at <https://www.columbus.gov/utilities>.

This new portal will allow customers to still enjoy the same benefits, such as:

- Paperless eBill option
- Online payments via eCheck or credit/debit card (*\$2 service fee applies for credit payments to help cover bank fees; no fees for eChecks*)

- Auto pay
- One-time payments without creating an account
- Bill copies and portal payment history
- Customer newsletters

We apologize for any inconvenience this change may create. Please see the reverse side for other utility bill payment options.



Go Paperless

Columbus Utility Bill Payment Options

- Customer Portal (eCheck or credit/debit card, see reverse side)
- By mail: City Treasurer, PO Box 182882, Columbus OH 43216-2882
- Phone (credit/debit card): 614-645-8276 (see hours below)
- In person:
 - Michael B. Coleman Government Center
111 N. Front Street, Columbus, OH 43215
Weekdays 7:30 AM – 5:00 PM
Free short term parking and night drop box
 - All Western Union locations

For questions, please visit [Columbus.gov/utilities](https://columbus.gov/utilities), call 614-645-8276 weekdays 7AM – 6PM, or email UtilityLeadRep@columbus.gov

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC UTILITIES