

2016 Rates Support Capital Reinvestment

Columbus utility rates approved by City Council and the Sewer and Water Advisory Board will provide necessary funding to complete various water, sewer and stormwater capital improvements underway and planned. Upgrades will be completed this year at the Dublin Road and Hap Cremean Water Plants to include ozone water treatment technology. Mainly to comply with updated Ohio EPA disinfection byproduct rules, this new treatment capability will also assist with taste and odor issues that can be caused by algal blooms often found in Ohio's source waters. An ion exchange facility expected to be completed by the end of 2017 at Dublin Road will address nitrates that are also related to an excess of nutrients sometimes found in our source water, usually due to upstream agriculture and lawn chemicals in local runoff. Capacity is also being added at the Dublin Road plant to keep up with the water demand in a region still growing, following the completion of a new upground reservoir in Delaware County to increase water supply. Concurrently, the Division of Water must continue to rehabilitate or replace aging water lines. That annual reinvestment level has roughly quadrupled over the past decade.

Replacement and rehabilitation of aging sewer lines and neighborhood stormwater improvements continue in various areas citywide. The Ohio EPA approved Blueprint Columbus, an alternative to the 2005 Wet Weather Management Plan to eliminate sanitary sewer overflows and sewage backups in basements. Implementation will occur over the next 20 years in areas where large amounts of rain water overwhelm the sanitary sewer system. Learn more at www.columbus.gov/blueprint/.

To finance all the upgrades, rate adjustments that were approved effective January 1st are: a 4% increase for water, 3% for sewer, and a 1% increase for Columbus stormwater customers. The overall average increase for in-city customers is 3.31%,

to average about \$8.58 per quarter for typical water consumption. Suburban/outside Columbus water and sewer customers will also see average increases of around \$9.92 quarterly for water and sewer. The average increase for approved low income customers is \$7.20 a quarter. Differences in bills will vary based on actual water consumption.



Water treatment expansions underway at the Dublin Road Water Plant

Columbus' water and sewer rates remain some of the lowest in the region. Tap water is a great value at less than a penny a gallon.

The 20% sewer and water discount for qualifying low income customers will continue. Customers who qualify for other programs such as heating assistance and food stamps may be eligible. An application is included on the reverse side. Customers 60 or older who qualify for the low income discount may also be eligible for a senior discount. For more information, please call Customer Service at (614) 645-8276 or visit our Web site at www.columbus.gov/utilities/, where water conservation ideas are also available. Everyone can help control their water and sewer costs by reducing water usage wherever possible; to learn more, visit www.columbus.gov/ReduceYourBill/.



Please note: if you are age 60 or older and qualify for the Low Income Discount Program, you may also qualify for a Senior Citizen Discount. For questions regarding the discount programs or your bill, please contact Customer Service Monday through Friday 8:00 a.m. - 6:00 p.m. at 311, 645-3111, 645-8276 or visit www.columbus.gov/utilities/.

2016 LOW INCOME WATER/SEWER DISCOUNT APPLICATION

Name: _____
Last First Middle

Address: _____
Number Street/Road Apartment #

City State Zip Code

Phone: (____) _____ (with area code)

Number of people in household: _____

Account number (from water bill): _____

To be eligible for the low income discount program, applicants must have an active City of Columbus water or sewer account for their residence in their name (or spouse's name) AND must meet at least one of the following requirements:

1. You must be currently enrolled in a qualifying low income program and provide current letter of participation from one of the following programs (must be dated and include name):

- Food Stamp Benefits
- Ohio Medicaid
- Low Income Energy Assistance (LIHEAP)
- Home Energy Assistance (HEAP)
- Ohio Works First
- Public Housing Benefits - OR -

2. You must meet the Federal Poverty Level with your household income, which is defined as the total gross income of all household members over the age of 18. You must provide current proof of household income with the following for all household members over 18 (must be dated and include name):

- Income Tax Return
- W-2 Forms
- Benefit Letter from Social Security
- Pension Award Statement

Documents submitted with this application will NOT be returned. Send *copies only* to:
Columbus Department of Public Utilities
Customer Service Center
910 Dublin Road
Columbus OH, 43215

The information associated with this application has been examined by me, and is, to the best of my knowledge and belief, true, correct and complete.

Applicant signature: _____

Date: _____

Prepared by signature (if different from applicant): _____