



Michael B. Coleman,
Mayor

Changes in Delinquency Process, Tenant Billing Agreements and New Special Service Charges Announced

Several changes were recently approved for Columbus municipal power customers and are explained below:

New Delinquency Process

Effective May 6, turn-off notices for Columbus electric bills not paid on time will be sent two weeks before a scheduled turn-off date. To avoid an interruption in service, please pay close attention to payment due dates on bills and any other notices.

There are many locations where customers can pay their bills in person, and payment can also be made by credit card on-line and over the phone, in addition to mailing. Please remember if you pay a bill on an account in danger of being shut off, always call Customer Service to notify us so that we can help you avoid an interruption in service.

New Tenant Billing Agreements

Effective April 6, any tenant (non-property owner) wishing to establish new electric service with Columbus and be billed directly for this service will be required to return a completed Tenant Billing Agreement. This direct billing of the tenant will also be contingent upon the property owner agreeing by signature on the Tenant Billing Agreement. The agreement gives the city permission from the property owner to bill tenants for electric service per Columbus City Code 1163.20. This change will not affect tenants who were receiving electricity service prior to April 6 and being billed directly, as long as the tenant remains at the same property.

The Department of Public Utilities will directly bill tenants only if a signed copy of the tenant billing agreement is on file. While the tenant will be responsible for the electric bill, direct billing of a tenant does not relieve the property owner of liability

for electricity service charges. Owners will be ultimately responsible for all unpaid charges. This agreement can be found online at: <http://utilities.columbus.gov/electricity/pdfs/powerba.pdf> and can also be obtained by calling Customer Service at the number below.

The new agreements will make the tenant electric billing process consistent with the one used for handling tenant water and sewer charges.

New Special Service Charges

Also effective on April 6 is a new schedule of fees for special services, such as reconnection of an account turned off for non-payment or to reset a meter. The new fees are based on the average cost of providing these services and are listed on the reverse side of this newsletter.

If you have any questions, please contact our **Customer Service Center** at (614) **645-8276** Monday through Friday between 7:00 a.m. and 6:00 p.m. or visit our web site: www.utilities.columbus.gov.

**To report a power outage or
a Columbus streetlight in need of
repair or bulb replacement,
please call:**

**311
645-3111**

**or Power Maintenance
24/7 at 645-7627.**

**The 311 Call Center is available for all
non-emergency city services.**

City of Columbus Special Power Charges Effective 4/6/11

SERVICE	COST
Special meter reading at request of consumer, except for final bill or initial service:	
During regular hours*	\$ 30.00
After hours	\$ 30.00
Service charge for trip to discontinue or attempt to discontinue electricity service or to turn on electricity service due to non-payment of account arrearages:	
During regular hours*:	
Disconnect or reconnect at meter	\$20.00
Disconnect or reconnect at pole	\$145.00
After hours:	
Reconnect at meter	\$55.00
Reconnect at pole	\$285.00
Additional reconnection charges:	
Reset meter	\$ 30.00
Remove locking device	\$ 20.00
Service charge to turn on or off service at request of customer:	
During regular hours*:	
At meter	\$20.00
At pole	\$145.00
After hours:	
At meter	\$55.00
At pole	\$285.00
Service charge to repair meter damaged by customer abuse or tampering:	
During regular hours*:	
Residential	\$60.00
Small commercial	\$205.00
Large commercial	\$210.00
After hours:	
Residential	\$75.00
Small commercial	\$235.00
Large commercial	\$255.00
Service charge to investigate, notify or discontinue electricity service where fraud or illegal diversion has occurred, including unauthorized turn-on or other violation of the rules and regulations of the Director of Public Utilities (plus estimated quantity of electricity used)	\$20.00
To remove meter	\$30.00
To install locking device	\$35.00
Testing of meter at request of customer:	
(1) Where meter does not test within 98% percent and 102% percent accuracy	None
(2) Where meter tests within 98% percent and 102% accuracy	\$40.00
Returned check processing charge	\$25.00
Service charge for additional trip to inspect metering system	\$25.00
<i>Charges and fees for personnel services, administrative costs, indirect costs, labor and material supplied by the Division of Power and Water may be established by Rule and Regulation of the Director pursuant to 1160.01.</i>	

* Regular hours are weekdays 6:45 a.m. - 4:45 p.m. excluding holidays