



DIVISION OVERVIEW

The purpose of the Utility Billing division is to provide fair and accurate invoicing for water, sanitary sewer, storm water, refuse, recycling, and yard waste. The division handles the creation and collection of approximately 49,500 invoices annually in addition to providing customer service for issues related to utilities and refuse collection.

Water and sanitary sewage processing are purchased from the City of Columbus with billing to the residents of Gahanna processed through the Utility Billing Division. Residents are billed quarterly. Each month 1/3 of the city is billed. The billing software is first updated to reflect current rates. The meter reading data is then extracted from the Sensus MDM software, imported into the billing software, and verified for accuracy. Regular and delinquent bills are generated and final notices issued. After payments are processed for a quarter, a list of delinquent accounts is issued. Routine reports are generated periodically to track water use and financials.

The division acts as a liaison between the public and field staff for emergency repairs (water line breaks, sewer backups, boil alerts, pressure loss, etc). Inquiries and requests are also processed regarding billing, maintenance, inspections, water/sewer permits, installer licenses, refuse, recycling, yard waste, and household hazardous waste.

Refuse Collection

The City provides curbside collection by Rumpke, a contract hauler. Services provided by Rumpke include weekly separate refuse, recycling, and yard waste collections. The Utility Billing Division is the point of contact between the residents and Rumpke. During 2012 the division received 422 calls reporting incidents of missed trash, recycling, and yard waste pickups and other complaints. Given approximately 9,800 households that receive pickup service for a possible 29,400 stops per week or 1,528,000 stops per year, missed pickups only amount to 0.3%.

Recycling

Last year Rumpke collected 9,128.2 tons of landfill municipal solid waste from 9,843 households. Curbside recycling diverted 2,393 tons from the landfill representing 20.78% of collected solid waste. Gahanna is also part of the Solid Waste Authority of Central Ohio's (SWACO) "Smart Communities" recycling program. SWACO helps cities that recycle strengthen their communication and outreach programs.

Yard Waste

Rumpke collected 3,121 tons of yard waste during the year, which combined with recycling, creates a 37.67% diversion rate. Yard waste is taken to Kurtz Brothers Compost facility to be converted to mulch, soil conditioners, and organic fertilizers.



FACTS

The Utility Billing Division maintains Records for each single-family dwelling and business within the City of Gahanna. The history of utility usage is accumulated for each account in addition to billing information.

The division processed approximately 41,743 utility bills (water/sanitary/storm/refuse). The division also:

- Processed 7,492 delinquent notices
- Processed 924 final bills
- Documented 2,777 service calls and 82 work orders
- Issued 8 new water connection permits and 28 new sewer connection permits.
- For a detailed list of activities performed by this division click here: 



2012 COLLECTION RATES



Gahanna Collection (tons)					
Year	Solid Waste	Recycling	Yard Waste	% Recycled (recycling + solid waste + recycling)	% Diverted (recycling + yard waste + solid waste + recycling + yard waste)
2005	10,775	2,842	3,104	20.9%	35.6%
2006	11,134	3,002	3,594	21.2%	37.2%
2007	10,524	2,754	3,229	20.7%	36.2%
2008	9,832	3,308	3,354	25.2%	40.4%
2009	9,652	2,652	3,278	21.6%	38.1%
2010	10,010	3,055	3,479	23.4%	39.5%
2011	9,168	2,591	3,266	22.0%	39.0%
2012	9,128	2,395	3,121	20.8%	37.7%

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