



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 50,000 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 Gahanna's Utility Billing Division. Residents are billed quarterly, with one third of the City billed each month. The billing software is first updated to reflect current rates. The meter reading data is then extracted from 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. Reports are generated routinely 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 2014 the division received 2,459 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 1,528,800 stops per year, missed pickups amount to 0.16%.

Recycling

Last year Rumpke collected 9,278 tons of landfill municipal solid waste from 9,837 households. Curbside recycling diverted 2,568 tons from the landfill, representing 27.7% 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 3,677 tons of yard waste during the year, which, combined with recycling, creates a 40.2% 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. Usage history is documented for each account in addition to billing information.

The division processed 41,891 utility bills (water/sanitary/storm/refuse).

The division also:

- Processed 7,145 delinquent notices
- Processed 1,112 final bills
- Documented 1,825 service calls and 169 work orders
- Issued 15 new water connection permits and 16 new sewer connection permits.
- For a detailed list of activities performed by this division, click here: 



2014 COLLECTION RATES

Gahanna Collection

Year	Tonnage Collected				Recycling Diversion Rate recycling tonnage / total tonnage	Yard Waste Diversion Rate yard waste tonnage / total tonnage	Total Diversion Rate recycling diversion + yard waste diversion
	Solid Waste	Recycling	Yard Waste	Total			
2006	11,134	3,002	3,594	17,730	16.9%	20.3%	37.2%
2007	10,524	2,754	3,229	16,507	16.7%	19.6%	36.2%
2008	9,832	3,308	3,354	16,494	20.1%	20.3%	40.4%
2009	9,652	2,652	3,278	15,582	17.0%	21.0%	38.1%
2010	10,010	3,085	3,479	16,574	18.6%	21.0%	39.6%
2011	9,168	2,591	3,266	15,025	17.2%	21.7%	39.0%
2012	9,128	2,395	3,121	14,644	16.4%	21.3%	37.7%
2013	9,234	2,602	3,013	14,849	17.5%	20.3%	37.8%
2014	9,278	2,568	3,677	15,523	16.5%	23.7%	40.2%



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