



TO: Gahanna City Council
Jeremy VanMeter, Clerk of Council

FROM: Shawn Anverse, Director of Public Service
Laurie A. Jadwin, Mayor

Cc: Priya Tamilarasan, Esq., City Attorney
Joann Bury, Director of Finance

DATE: December 10, 2025

SUBJECT: Department of Public Service – 919.06 Report to Council for the Water and Sewer Internal Review Board

UPDATE ITEMS

REPORT: 2025 WATER AND SEWER INTERNAL REVIEW BOARD

Gahanna City Code Chapter 919 establishes the Water and Sewer Internal Review Board, which has the power to hear and decide appeals regarding utility bills (water, sanitary and stormwater services) and to review any complaints or problems which cannot be resolved at division or departmental level. The Water and Sewer Internal Review Board may grant adjustments to utility bills if, in the Board's opinion, such adjustments are appropriate and justified. Gahanna's Water and Sewer Internal Review Board is made up of two Gahanna citizens and the Senior Deputy Director of Administrative Services, who has been designated by the Mayor to serve as Chairperson.

Section 919.06 of the City Code requires the Board to submit a written report to Council on or before December 31 of each year, stating the name and address of person or persons filing, nature of appeal or complaint, decision rendered by the Water and Sewer Internal Review Board, and the total amount of adjustments granted in each case.

The Water and Sewer Internal Review Board met on December 4, 2025, and heard and provided remedy on three appeals filed with the Public Service Department. There are no outstanding appeals on file. A detailed report is provided as required by Section 919.06.



Attachments

2025 Water & Sewer Review Board: Summary

Date of Filed Appeal	Account Holder & Address	Nature of Appeal & Decision	Billed Amount	Water Adjustment	Sewer Adjustment	Total Adjustment
3/04/2024	[REDACTED]	High use due to an undetected water line break. Water loss of 1,746,132 gallons was confirmed not to enter the sanitary sewer system. Remedy: Waive Sanitary Sewer and Sewer Capital charges. Charge Columbus rate for Water.	\$37,018.63	(\$8,659.50)	(\$18,667.53)	(\$27,327.03)
9/02/2025	[REDACTED]	High use due to undetected water line break in basement. Water loss of 169,000 gallons was confirmed to have entered the Sanitary Sewer. Remedy: Charge Columbus rate for Water and Sewer.	\$3,867.60	(\$909.07)	\$0.00	(\$909.07)
4/19/2024	[REDACTED]	High use due to multiple leaking toilets. Water loss of 217,134 gallons was confirmed to have entered the Sanitary Sewer. Remedy: Charge Columbus rate for Water and Sewer.	\$4,314.44	(\$2,903.98)	\$0.00	(\$2,903.98)