



**If you have a water leak or a sewer backup or odor call 614-342-4440.
For an emergency outside business hours call Police department at 614-342-4240.**

BILLING CALCULATIONS

View current billing rates and more information at www.gahanna.gov/utilities

ONLINE CUSTOMER PORTAL

The Customer Portal provides you with the opportunity to access your account information, pay your bill, sign up for e-Bills, print current and past bills, and view your billing, payment, and usage history. Create your Customer Portal account at <https://gahanna.authoritypay.com> by clicking on "Set Up Online Access."

BILL PAYMENT OPTIONS

Utility Bills are issued quarterly. Payments may be made monthly or any other time as long as due dates are met.

Automatic Withdrawal – Checking or Savings Account

The balance due can be withdrawn from a Checking or Savings account each quarter on the due date with no fee from the City. Go to www.gahanna.gov/utilities and click on "Automatic Payment Deduction for Utility Bills" at the bottom of the page to set up Automatic Payment from a Checking or Savings account.

Online – Checking or Savings Account

Make a one-time payment with a Checking or Savings account by logging in to the Customer Portal at <https://gahanna.authoritypay.com>. There is no fee from the City for this payment method.

Online – Credit or Debit Card

Make a one-time payment with a Credit Card or Debit Card by logging in to the Customer Portal at <https://gahanna.authoritypay.com>. The payment processor will charge additional fees for this payment method.

By Phone – Credit or Debit Card

Make a one-time payment using a Credit Card or Debit Card by calling **1-800-487-4567**. The payment processor will charge additional fees for this payment method.

By Mail

Mail a check or money order, along with the payment stub, to P.O. Box 183202, Columbus OH 43218-3202.

In Person

Pay your bill with Cash, Check, Money Order, or Credit or Debit Card at the Utility Billing office in City Hall at 200 South Hamilton Road, Gahanna, Ohio 43230, 8:00 AM to 5:00 PM, Monday through Friday. There is no fee from the City to pay in person, regardless of the payment method. Maximum Card payment of \$1,500.

Utility Billing Division

Office Hours: Monday-Friday, 8:00 AM to 5:00 PM

Phone: (614) 342-4440

Pay in Person or place in Night Drop on the brick wall to the left of the main entrance:

City of Gahanna City Hall
200 South Hamilton Road
Gahanna, Ohio 43230

Mail Check with Payment Stub to:

City of Gahanna
P.O. Box 183202
Columbus OH 43218-3202