



## New Ways to Receive and Pay Your Utility Bill

Customers will notice a new, easier-to-read bill format, as shown on the back of this page. The new format features a graph of past usage so customers can see at a glance how they are doing conserving water. Payments and other adjustments will now be listed on the bill as well, making it easier to understand what is being charged and when. The various payment options are listed on the back of the bill for easy reference.

Additional customer service improvements are available through our new Customer Portal – accessible from our website at <http://www.gahanna.gov/pay-a-bill> or directly at <https://gahanna.authoritypay.com> – where Gahanna utility customers can now sign up for or access:

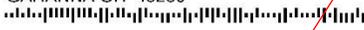
- Paperless e-Bill
- Online payments via e-Check and Credit or Debit Card
- Bill copies and Payment history
- Customer newsletters

Customers will find the new portal to be user-friendly, with convenient features such as paperless billing and payment history. The new option of paying by e-Check provides a way to pay online without a processing fee. The option to pay online using a credit card or debit card also exists, with a fee charged by the payment processor to offset credit card company fees. Phone payments using a credit or debit card will now be made by calling the payment processor at 1-800-487-4567, and a fee will apply from the payment processor.

### To access the Customer Portal:

1. Go to [gahanna.gov/pay-a-bill](http://gahanna.gov/pay-a-bill) or <https://gahanna.authoritypay.com> to access the myGahanna Account page
2. Click on “Set up Online Access”
3. Enter the **Account Number** and **CID** that are printed on your utility bill
4. Enter your email address and a password of your choice
5. Click “Create Account”

The top portion of your utility bill contains your Account Number and CID needed to access the customer portal.

ROBIN RESIDENT 1 123 CUSTOMER LN GAHANNA OH 43230 		Balance not paid by due date incurs 10% late charge. The City is Not Responsible for Mail Delivery or Delays.		
<b>ACCOUNT NUMBER</b>	<b>Online Access CID#</b>	<b>Service Address</b>	<b>Service Period</b>	<b>Date Bill Printed</b>
01.0001-1	179162	123 CUSTOMER LN	09/30/2017 - 12/31/2017	01/09/2018

## NEW BILL FORMAT DETAILS

The customer **Account Number**, **CID** for online access, and the **Service Address** that the bill applies to are found here

**Important Information** about your bill will be displayed in this section, such as information about Refuse collection, if the bill is a Dual Notice copy, etc

The **Service Period** for all services and the **Date** the bill was printed and mailed are found here

This section itemizes the charges on your bill, including prior bill amounts, payments, and fees—which contribute to the **Balance Forward**—and the **Current Charges**

The Balance Forward and Current Charges add up to the Amount Due

The **Amount Due**, the **Due Date**, and the **amount due After the Due Date** are listed here

The **payment stub** is perforated and should be detached here to include with your payment

If your account is set up with the City for **AutoPay**, the amount and date of the withdrawal will be noted in these two places

The **Payment Options** are listed on the back of the bill



**WATER BILL ENCLOSED**

CITY OF GAHANNA  
200 SOUTH HAMILTON ROAD  
GAHANNA, OHIO 43230  
RETURN SERVICE REQUESTED

**Important Information**

Memorial Day will move Yard Waste to Tuesday and move Trash & Recycling to Wednesday.

ROBIN RESIDENT  
123 CUSTOMER CT  
GAHANNA OH 43230

ACCOUNT NUMBER	Online Access CID#	Service Address	Service Period	Date Bill Printed
1.0001-1	179162	123 CUSTOMER CT	09/30/2017 - 12/31/2017	01/19/2018

Meter ID	Service	Prior Read	Current Read	Units Used
89695990	Standard	28	32	4

Prior Bill Amount	116.25
Payments	-116.25
<b>Balance Forward</b>	<b>\$0.00</b>
Water	30.52
Sewer	32.92
Stormwater	12.49
Columbus Consent Order	8.10
Refuse	50.19
<b>Current Charges</b>	<b>\$134.22</b>

<b>AMOUNT DUE</b>	<b>\$134.22</b>
<b>DUE DATE</b>	<b>02/21/2018</b>
<b>AFTER DUE DATE</b>	<b>\$147.64</b>

**AutoPay amount of \$134.22 will be withdrawn on 2/21/2018**

Please Detach and Return this Stub with your remittance to Ensure Proper Credit

ROBIN RESIDENT  
123 CUSTOMER CT  
GAHANNA OH 43230

ACCOUNT NUMBER	1.0001-1
SERVICE ADDRESS	123 CUSTOMER CT
<b>AMOUNT DUE</b>	<b>\$134.22</b>
<b>DUE DATE</b>	<b>02/21/2018</b>
<b>AFTER DUE DATE</b>	<b>\$147.64</b>

AutoPay amount of \$134.22 will be withdrawn on 2/21/2018

1.0004010000000 0000015225 1

This section shows your **Meter ID**, the meter **type**, the **prior** and **current readings**, and the **usage** for the quarter in 1,000 gallon units



The graph displays your **Water Consumption History in 1,000 gallon units** so you can quickly see how the current quarter fits with your historical usage. NOTE: The graph will only show one quarter on the first bill—it will expand over time to include additional quarters of consumption