

DEPARTMENT OF
PUBLIC UTILITIES

Messages

Did you know we offer payment arrangements or if you are a Columbus resident and have been financially impacted by COVID-19, you may qualify for utility bill assistance?

**For details visit our website at
www.Columbus.gov/utilities or call customer service at
614-645-8276.**

**910 Dublin Rd
Columbus, OH 43215-1169**

Customer Service Inquiries
Monday-Friday 7:00 AM - 6:00 PM
(614) 645-8276
<http://utilities.columbus.gov/>

Account Summary	SEWER and WATER
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Account Number	2363589-1275632	
Customer Name	VALVOLINE LLC	
Service Address	5675 N HAMILTON RD	
Service Period	08/04/2021 to 11/05/2021	
Bill Date	11/09/2021	
Previous Balance		\$385.36
Payment Received		\$385.36
Balance Forward		\$0.00
New Charges Due	12/07/2021	\$358.05

Total Amount Due	\$358.05
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New charges due 12/07/2021. A 10% penalty may be added if not paid by this date. This date does not extend the due date for any past due billing charges.

Meter Reading Details

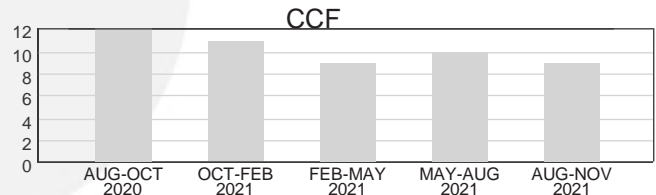
Service Period		08/04/2021 to 11/05/2021				93 Days	
Service Type	Meter Serial Number	Current Reading	*	Previous Reading	Mult.	Usage	Units
WCMQ	14609009	2398	M	2389	1	9	CCF

Usage History	Number of Days	Total CCF	Average CCF
Current Quarter	93	9.000	0.0968
Previous Quarter	91	10.000	0.1099
One Year Ago			

Detail of New Charges

WATER USAGE	9.000 CCF @ 3.7200000	\$33.48
WATER BASE CHARGE		\$28.92
SEWER USAGE	9.000 CCF @ 4.6400000	\$41.76
SEWER SERV CHARGE		\$13.95
CLEAN RIVER FUND		\$104.85
STORMWATER CHARGES		\$135.09

New Charges Total	\$358.05
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PUBLIC UTILITIES

**910 Dublin Rd
Columbus, OH 43215-1169**



Return this portion with your payment.

SEWER and WATER

Account Number 2363589-1275632
Service Address 5675 N HAMILTON RD

Total Amount Due by 12/07/2021	\$358.05
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Amount Enclosed \$



Please check the box to indicate phone number, mailing, or email address changes listed on the reverse side.



12906

VALVOLINE LLC
PROKARMA
PO BOX 2410
OMAHA NE 68103-2410



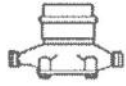

COLUMBUS - CITY TREASURER
SEWER AND WATER SERVICES
PO BOX 182882
COLUMBUS, OH 43218-2882

002363589127563211109202100000358056

Customer Service Inquiries	
Customer Service:	(614) 645-8276
Call Center Hours:	Monday - Friday 7:00 AM - 6:00 PM
Email:	utilityleadrep@columbus.gov
Website:	http://utilities.columbus.gov/
Emergency Contact (Available 24 hours)	
(614) 645-7788	To report water leaking in the street or to report knocked over/leaking fire hydrants.
(614) 645-7102	To report sewer backups, overflow, collapsed or blocked sewer, missing manhole lid, or street flooding.
(614) 645-7627	To report street light outages.
Explanation of Charges	
<p>* Meter Reading Detail Type:</p> <p>A: Actual Reading</p> <p>E: Estimated Reading</p> <p>M: Remote Device Reading</p>	
CCF:	100 Cubic Feet (1 CCF = 748 Gallons)
ERU:	Equivalent residential unit (2000 square feet) The basic measurement used by the City of Columbus to charge storm water and clean river fund fees.
Clean River Fund:	Charges by the City of Columbus to fund the EPA mandated project to reduce sewer overflows. Fee is charged to accounts with sewer service.
Daily Base Service Charge:	The base water and sewer fees are charged to an account where a property has a water meter in service, regardless of the current water on/off status. Contact the Customer Service Center to have a meter taken out of service by the City of Columbus.
Stormwater Charge:	Charges by the City of Columbus to fund the Stormwater Management Utility Program. Fee is charged to all properties located inside the city limits.
Water / Sewer Surcharge:	Charges by the municipality where the property resides. We remit surcharge payments to the municipality who levied the charge.
Special Note	
Delinquent Sewer: Unpaid sewer charges may be certified to the real estate tax duplicate for this property and collected with other real estate taxes. (ORD 729.49 and CCC 1147.16)	

Payment Information
<p>Payment Online Visit https://schedulepayment.com/columbus to</p> <ol style="list-style-type: none"> 1) Pay Online with Visa, MasterCard, or Discover Card. A \$2.00 processing fee will be added to all Credit Card Payments 2) Pay Online with eCheck, a NO FEE alternative 3) Sign up for Paperless billing and view previous bills 4) Enroll in AutoPay 5) Submit Customer Service / Billing Inquiries 6) And More!
<p>Payment by Phone: Call (800) 824-2375 Visa, MasterCard, and Discover Card. A \$2.00 processing fee will be added to Visa, MasterCard, and Discover Card payments.</p>
<p>Payment by Mail: Please use the enclosed envelope and include the return stub with payment. Allow for sufficient mailing time for the payment to process before the DUE DATE.</p>
<p>Payment in Person: Michael B. Coleman Governmental Center</p> <ul style="list-style-type: none"> Public Office - First Floor Open Monday - Friday 7:30 AM - 5:00 PM 111 N. Front Street Columbus OH 43215 After Hours Night Depository Available Note: Credit Cards are not accepted at this location
<p>Payment in Person: At Authorized Western Union Locations</p> <ul style="list-style-type: none"> Visit https://www.westernunion.com/us/en/pay-bills.html or call (614) 645-8276 for a current list of authorized payment locations. <p>NOTE: Payments made at locations not authorized by the Department of Public Utilities can take up to two weeks to post to the account.</p>
<p>Returned Payments: A fee of \$25.00 will be charged for each returned payment. Accounts with three or more returned payments are restricted to cash-only payment.</p>
<p>Disputes: Billing disputes must be made in writing no later than 10 days after the bills due date (CC 1101.03)</p>
Important Drinking Water Information
<p>The annual water Consumer Confidence Report is available at http://columbus.gov/CCR. It provides details and information regarding the quality of your water. To request a paper copy please call 614-645-8276 or email utilityleadrep@columbus.gov</p>

Change in Phone Number / Mailing Address / Email Address		
<i>Please check the box located on the front side of this bill.</i>		
Mailing Address / PO Box Number	Apt / Unit	
City	State	Zip
Phone Number	()	
Alternate Phone Number	()	
Email Address		

How to Read a Water Meter
<p>Locate inside water meter:</p> 
<p>Record the first four numbers, left to right, from the top face of the meter(s).*</p>
<p>Locate outside remote register:</p> 
<p>Record the first four numbers, left to right, from the top face of the meter(s).*</p>
<p>* If you have a sewer auxiliary meter, readings from both sewer and water meters must be provided.</p>

Sources of Lead

Common sources of lead exposure include:

- Lead based paint (banned since 1978).
- Lead contaminated dust or soil.
- Some lead and copper plumbing materials, particularly prior to 1989, and brass fixtures prior to 2014.
- Certain types of pottery, pewter, jewelry and cosmetics.

Water Quality Information

The USEPA action level for lead in water is currently 15 parts per billion. During this last testing period, more than 90% of the homes tested were below the level of detection (1 ppb). Columbus continues to be in compliance with all state and federal requirements on lead in drinking water, including the Lead and Copper Rule. For more information about water quality, please see the latest Consumer Confidence Report at columbus.gov/ccr or call the Columbus Water Quality Assurance Lab at 614-645-7691.

Home Water Treatment Systems

If you are considering a home water treatment device, research the product to ensure it does what you intend it to do. These devices have limitations and require periodic maintenance and replacement. Reverse osmosis and distillers can effectively remove lead from drinking water. If using a filter, filters shall meet NSF/ANSI standard 53 for "Drinking Water Treatment Units-Health Effects" for the removal of lead. However, all lead reduction product claims should be verified. It should be noted that water softeners have little or no effect on lead reduction.

Resources Available

- Columbus Public Health offers services to eliminate exposure to lead at columbus.gov/publichealth/programs/Healthy-Homes or call 614-645-8191.
- The USEPA's Safe Drinking Water Hotline provides information about drinking water programs authorized under the Safe Drinking Water Act at 800-426-4791 or epa.gov/safewater/lead.
- To determine if your home has a city lead service line, visit <https://www.columbus.gov/utilities/water-protection/wqal/Lead-in-Drinking-Water/> or call the Water Quality Assurance Lab, 614-645-7691.
- Request a copy of the building permit for your home to learn the name of the builder of your home. The contractors may have a record of the plumbing materials used. Columbus residents may call 614-645-7314.
- Ohio EPA has a list of certified labs that test for lead in water. Call 614-644-2752 or visit epa.ohio.gov/ddagw/labcert.
- Other resources:
 - Ohio EPA: epa.ohio.gov/pic/lead
 - Drinktap.org
 - NSF International: nsf.org or 800-NSF-8010



REDUCING EXPOSURE TO LEAD IN WATER



THE CITY OF
COLUMBUS

ANDREW J. GINTHER, MAYOR

DEPARTMENT OF
PUBLIC UTILITIES

How Can Lead Affect My Health?

All U.S. water operators are required to comply with federal Safe Drinking Water Act regulations including the Lead and Copper Rule. Lead is a common, natural metal found throughout the environment and is used in many commercial products. Exposure to lead can be harmful. A build-up of lead in the body can cause damage to the brain or kidneys, or interfere with the production of red blood cells that carry oxygen to all parts of the body. The greatest risk is to infants, young children and pregnant women.

Your doctor can perform a blood test to determine if you or your child have been exposed to lead. Columbus Public Health's Lead Poisoning Prevention program also offers lead testing and medical follow-up services for children in Columbus and Worthington. Call 614-724-6000 or visit columbus.gov/publichealth/programs/Lead-Poisoning-Prevention for more information.

Is There Lead in Columbus Water?

There is no detectable lead in:

- The water pulled from the reservoirs and wells that supply drinking water to 1.2 million people in central Ohio, or
- The treated water that leaves the city's three drinking water plants, or
- The water delivered to your home through the distribution system.

How Can Lead Get in Drinking Water?

Some water service lines, home plumbing (pipes, fittings, solder) and plumbing fixtures contain lead. As water sits in household plumbing over long periods of time, such as overnight or during work and school hours, lead can leach into the water. To prevent lead from getting into tap water from home plumbing, please follow the guidance from the United States Environmental Protection Agency in the next column (to the right).

Know Your Plumbing

- Homes built prior to the mid-1950s may still have a lead service line, unless the water service line has been replaced.
- Homes built prior to 1989 may have copper pipe with lead solder.
- Plumbing fixtures (like faucets) made prior to 2014 may contain up to 8% lead.

Reducing Corrosion in City Waterlines

Columbus has a very effective program that protects pipes from corrosion. Certified water operators adjust the water's chemistry (pH) and add zinc orthophosphate to the treated water. The treatment process makes the water less corrosive and creates a coating inside the pipes to serve as a barrier between the pipes and water. This prevents conditions that can cause the lead to leach.

As required by the Ohio EPA, 50 homes in Columbus are tested to ensure that the corrosion protection program continues to perform well. In addition, various sites are voluntarily tested monthly for lead, and the finished water at our three water plants is tested regularly for corrosivity.

Ways to Reduce Lead in Your Water

Water line breaks and repairs in areas with lead service lines may cause disruptions in water quality, including discolored water and/or potentially a temporary increase in lead levels in the drinking water.

As a standard practice, the USEPA recommends the following actions to reduce possible lead exposure in drinking water:

- If water has not been used for several hours, run the tap until there is a noticeable temperature drop. Then, run water for 30 seconds to 3 minutes before using it for drinking and cooking. This helps flush water that may have contained lead that may have leached from plumbing.
- Use cold water for cooking, drinking and preparing baby formula. Boiling the water will not reduce lead.
- Clean your faucet aerators regularly.

For additional information, visit drinktap.org or epa.gov/safewater/lead. For any questions, please call the City of Columbus Water Quality Assurance Lab at 614-645-7691.



Regardless of what plumbing materials your home has, the most effective way to limit exposure to lead in drinking water is to flush the tap for at least 30 seconds to 3 minutes if the water has not been used for several hours (six or more hours).