

Frequently Asked Questions

- 1) "I'm not on the City's water/sewer system. I'm on Columbus'. Why do I have to pay an additional sewer fee twice a year?" Answer: Its two different types of sewer. The waste that goes down the drains (i.e., toilet flushing) is through Columbus. The storm sewer fee is for runoff from your property into the curbs and gutters. The money generated from this EPA mandated fee is what funds improvements to the Groveport storm drain system.
- 2) "My bill went up. Why?" Answer: Columbus raised their sewer rate by 2% in 2018. The City's water and sewer rates each went up by 3%, effective on the April 1, 2019 billing. An increase in a bill generally means consumption increased. Checking for leaks is strongly encouraged.
- 3) "I think I have a leak. How can I be sure?" Answer: If water flows through a meter 10 gallons or more an hour, for 24 straight hours, our staff is notified via our meter software system. A tag will be hung on your door, alerting you to a potential problem. **Please note that staff cannot see where the water is leaking; only that it flowed through the meter.**
- 4) "Can I pay my bill over the phone?" Answer: The City does not allow phone payments.
- 5) "I can't get online bill pay to work. What am I doing wrong?" Answer: The most common problems are the account number and due date. The account number must be entered the EXACT way it appears on the bill. This includes the periods in-between each set of numbers. The due date must be entered to match the due date on the bill.
- 6) "Can I pay ahead on my account?" Answer: ABSOLUTELY! There are three months in-between billing cycles. Making payments during that time will decrease your bill amount and is a great budgeting strategy!
- 7) "I mailed in my payment but still got a delinquent bill. Why?" Answer: Payments are processed the day they are received, not by the date of the check or the postmark on the envelope. Any account with an open balance when penalties are calculated will receive a delinquent bill. Residents are encourage to pay their bill via our website or drop the payment in our on-site drop box if the due date is within a few days.
- 8) "Can I make payment arrangements?" Answer: The City offers a waiver of late fees if a resident applies for our hardship program within 15 days of the original bill date. This does NOT eliminate the bill and doesn't extend the time frame for payment. It simply waives the 10% late fee. Payment is still ultimately due by shutoff day. One application per account can be approved every 4 billing cycles. For further details, please visit the City's website for application criteria and guidelines.
- 9) "We sold our house. What do I do now?" Answer: A final reading form needs to be completed. Contact our office to obtain a copy.
- 10) "What forms of payment do you accept?" Answer: The City of Groveport accepts checks, money orders, debit/credit cards and cash.
- 11) "My pipes froze. Now that they're thawed, my meter is leaking. What do I do?" Answer: Your meter will need replaced. Contact our office to schedule an appointment. Meter replacement is \$115.00. To avoid further freeze issues, make sure the area around the meter is insulated thoroughly, but leave room for

ventilation and air flow. Slowly dripping faucets located on outside walls is a great way to prevent frozen pipes.

12)“I didn’t pay my bill by the due date. What happens now?” Answer: If a bill isn’t paid by the penalty due date, a yellow tag will be hung on your door alerting you that payment is necessary. There is a \$25 fee for these tags. If payment still isn’t made, services will be disconnected. There’s a \$50 fee to reconnect.

13)“How and where do I qualify for a hardship application?” Answer: If you do not have late fees or non-sufficient fund checks for the last 12 months you may qualify for a hardship application. If you go to www.groveport.org – Utilities – Utility Hardship Application, you will find the information necessary to submit your request.

CONSUMER CONFIDENCE REPORT

The Consumer Confidence Report is an annual water quality report that contains information about the source and quality of your drinking water. To view the current report, go to ccr.groveport.org. To request a paper copy, please call 614-836-5301.

Columbus Utilities Water System

Groveport residents and businesses not serviced by Groveport water supply, are served through a water supply contract with the City of Columbus. These customers are billed directly by the City of Columbus for water and sewer service. All water lines, supplied by both the City’s water plant and the City of Columbus Utilities, are maintained by the Public Works staff.

Sanitary Sewer System

Sanitary sewer service for all of the Groveport Corporation is through a contract with the City of Columbus. The Public Works Department maintains the lines connecting to the system. In 2020, 77 sections, totaling 15,741 feet of sewer line were cleaned and video inspected.

We strongly encourage all residents to register their utility account on our website, www.groveport.org. Bills can be reprinted, payment and consumption histories can be viewed, and payments can be made. To access, click the blue “Online Bill Pay” button on the homepage. When entering your account information, it must be EXACTLY as it appears on the bill. This includes the periods in the account number.