



PELLA COMPANY

Utility Information

Please remember that you are responsible for contacting the utility companies to arrange for service at your apartment. This should be done before you move in. Your utilities should be put into your name the first day of your lease or the day you move in, whichever comes first. If you are unsure of which utilities you are responsible for, please refer to section #5 on your lease.

To begin service at your new apartment simply contact the gas and electric company and give them your full address. Service usually requires 2 to 3 days to begin. Remember, if you don't have your gas turned on, you will not have hot water. If the service is already on, **you must still call and establish service in one of the tenant's names.**

COLUMBIA GAS OF OHIO
Customer Service: 800-344-4077
Emergency Service: 461-1576
<http://www.columbiagasohio.com>

AMERICAN ELECTRIC POWER
Customer Service: 800-277-2177
Emergency Service: 800-277-2177
<http://www.aepohio.com/>

For electric service, most apartments use AEP. The following are serviced by The City of Columbus: 78 W. 10th, 1866-74 N. High, 88 E. Frambes, 104, 112, 144-162 W. Lane and 159 E. Lane. There is normally same day service, but you are usually required to pay a security deposit.

CITY OF COLUMBUS DIVISION OF ELECTRICITY
Customer Service: 614-645-7360
Emergency Service: 614-645-7627
http://utilities.columbus.gov/index_new.htm

TELEPHONE: To begin telephone service you must contact the phone company. It usually takes a few days to get your service started. They will assign you a telephone number and supply you with phone books.

CABLE – All the apartments should be wired and ready for internet and cable installation. To ensure speedier service, call the cable company before your move in date.

TIME WARNER
Customer Service: 481-5320
<http://www.timewarnercable.com/MidOhio/>

SBC
Customer Service: 800-660-1000
<http://www.att.com/>

WATER - Your water bills are handled differently than other utilities in terms of payment. If you are responsible for paying water, you will receive a bill in the mail from Guardian Water Company. Water bills should be paid directly to the company you rent from and may be included on the same check with your rent.

**** IF YOU LIVE AT 30 E. LANE IN A TWO-BEDROOM OR EFFICIENCY APARTMENT, PLEASE CALL THE OFFICE FOR DETAILS ON HOW TO HANDLE YOUR GAS AND ELECTRIC SERVICE ****