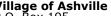


# The Friendly Community Newsletter



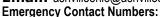
Village of Ashville P.O. Box 195 200 East Station Street





Volume 20, Issue 4

Ashville, OH 43103 Office: 740/983-6367 • Fax: 740/983-4703 Email: ashvilleohio@ashvilleohio.gov



Police Department 911 Street Department 740/601-5650 Utility Department Water 614/214-9223 Sanitary 740/402-9875



# The Mayor's Column–Utility Billing Changes`

In 2006 the Village of Ashville began the process of replacing analog water meters with the Neptune Radio Read. In 2021 we placed the 360 SmartMeter software into operation. This allows us to collect usage information every month, day, and hour. We have replaced 1,179 meters and have 355 additional meters to replace with the Neptune SmartMeter. A new software billing system will allow Ashville to provide that information to our customers. It will also provide different options for paying utility bills.

The new software company is Muni-Link Utility Billing a Link Computer Corporation. It is a complete, user friendly, and intuitive utility billing software solution that will better integrate our existing meter software with the Muni-Link billing.

- ◊ E-billing and built-in CASS certification saves time and money.
- ◊ The customer portal provides you access to your utility information.
- ◊ Payments made via the portal post automatically into your account.
- It is cloud-based therefore, you can access your information 24/7 from anywhere.

It is a utility software program. The Village of Ashville will later expand billing capabilities. These capabilities may include planning & zoning fees, park reservation fees, mayor's court judgements, building fees, and some tax fees. (The utility usage in June that you receive a bill for in July, will be using this new software.) This system also offers other important features:

#### Data Security

Their software is hosted at a Tier-4 World-Class Data Center, keeping data safer. 24/7 onsite security officers, CCTV, biometric and magnetic key card access are just a few of the security measures in place.

#### Backup and Disaster Recovery

Included in this service is a monthly subscription fee which provides automatic backup of data. This will allow for us to restore data that could be loss during a disaster.

#### Ongoing Development

Monthly Muni-Link enhancements are created based on customer feedback and evolving market needs and can



even include the addition of major features. All updates are made available at no additional cost without any downtime. **Customer Service** 

You can speak to a Customer Support Specialist. Currently, over 93% of all incoming calls for Muni-Link support are answered live at the time of the call.

#### Muni-Link WebPresence

A website built specifically for water and sewer providers; used by small and large municipal authorities alike. They are municipal authority website experts!

- Customer communication made easy.
- $\Diamond$ Never an outdated website -- they keep it fresh.
- ٥ They provide content and ongoing enhancements.
- They post news and announcements  $\Diamond$ "real-time".
- They provide a Public Notification  $\Diamond$ Wizard.
- $\Diamond$ They have unlimited Help Desk Support.
- Δ They have extensive Content Library.
- They have iOS and Android Mobile App.

You will be supplied with a new Account Number and a CID Number (Card Identification Digit). These are key numbers to remember for access to your information. Accurate customer service information is of vital important. Therefore, it is imperative that we have an up to date mobile phone number and an email address. Send that information to:

bstewart@ashvilleohio.gov.

After the end of June, we will encourage you to go to the website and register to receive information concerning you account. After you log in for the first time please review and update your demographic information. Thank you!



2

2

Village Council Meetings Every 1st and 3rd Monday Time: 6:30 pm Council Committee Meetings Every 2nd Monday at 6:30 pm Holiday Mondays will move the meeting forward by one week

Next Month....

### July 4<sup>th</sup> Celebration

## Inside this issue:

Ashville Community Market (new event) Movies in the Park & the Police Report

# The Legislative Corner

This section provides the title to Ordinances and Resolutions being considered by Village Council. To read the entire text go to our website. Enacted legislation will be found under "Village Government"; and Legislation that is being considered can be found under "Village Council—Agenda".

- ♦ Ordinance 2022-07 an Ordinance approving the Execution of a Community Reinvestment Area Agreement Between the Village of Ashville and Exel Inc., A Massachusetts Corporation, , D/B/A DHL Supply Chain (USA), Execution of a School Compensation Agreement with Teays Valley Local School District and Exel Inc., Repealing Resolution 06-2018 Adopted July 23, 2018 and Terminating the Related Agreements and Declaring an Emergency.
- Ordinance 2022-08 an Emergency Ordinance Declaring the Improvement of Certain Real Property Located in the Village of Ashville, Pickaway County, Ohio to be a Public Purpose; Declaring such Prop-erty to be Exempt from Real Property Taxation; Designating Specific Public Infrastructure Improvements that, Once Made, Will Directly Benefit the Parcels for Which Improvement is Declared to be a Public Purpose; Requiring Annual Service Payments in Lieu of Taxes; Establishing a Municipal Public Improvement Tax Increment Equivalent Fund; Authorizing the Execution of a TIF Agreement; Providing Related Authorization Pursuant to Ohio Revised Code Sections 5709.40(B), 5709.42, 5709.43, 5709.82 and 5709.83; and Declaring an Emergency.
- Ordinance 2022-09 An Ordinance Implementing Section 3735.65 Through 3735.70 of the Ohio Revised Code, Establishing and Describing the Boundaries of a Community Reinvestment Area in the Village of Ashville, Designating a Housing Officer to Administer the Program, and Creating a Community Reinvestment Housing Council, a Tax Incentive Review Council, and Declaring an Emergency.

## Utility Fee Update for Consumer Price Index (CPI)

Consumer Price Index Increase for 2021 is 7.5%. Based upon Ordinance 2009-03, which provided for keeping revenue in alignment with expenses, the water charge will go from \$3.80 to \$4.09 and the sewer charge will go from \$7.72 to \$8.30. The following information reflect the changes you should see in the next bill. This will be the second year since 2014 we have not had to increase debt service for the Water Resource Recovery Facility.

Utility	Current Charge	Increase	New Charge				
Water/1,000	\$3.80	\$0.29	\$4.09				
Sewer/1,000	\$7.72	\$0.58	\$8.30				
I & I/1,000	\$0.34	\$0.00	\$0.34				
Tank/1,000	\$0.26	\$0.00	\$0.26				
Debt Service	\$7.86	\$0.00	\$7.86				
Storm/ERU*	\$3.00	\$0.00	\$3.00				
Recycle-Refuse*	\$21.19	\$0.00	\$21.19				
Total	\$44.17	\$0.87	\$45.04				

Seniors are billed \$19.83 with a new total of \$43.68 "Commercial Use" will have a different fee structure. Page 2 has information about the CPI

## ASHVILLE VISION STATEMENT

Remembering our rural heritage, Ashville will be a vibrant and friendly community, offering an enhanced quality of life achieved through planning, progress and collaboration.

It will be a welcoming place where people want to live and businesses prosper.



Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	Projection	Ave	Mean Measur
Incident Report	87	117	144										348	1,404	116.00	117.00 Report
Criminal Arrest/Charges Filed	9	9	10										28	108	9.33	9.00 Files
Warrant Served/Arrests	1	2	3										6	24	2.00	2.00 Each
Traffic Citations	45	29	46										120	540	40.00	45.00 Each
Other Agency Asistance	7	17	25										49	204	16.33	17.00 Each
Warning Citations	65	42	30										137	504	45.67	42.00 Each
Crash Reports	1	6	6										13	72	4.33	6.00 Each
Code Violations	2	0	1										3	12	1.00	1.00 Each
Patrolled Miles	7,440	6,441	7,588										21,469	89,280	7,156.33	7,440.00 Miles
Reserve Unit Hours	49.25	48.25	49										146.50	588	48.83	49.00 Hours