



News Release

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Department of Public Utilities Transforming into Columbus Water & Power

***New name better reflects service offerings for 1.4 million customers across
Columbus and 26 central Ohio communities***

For the first time in decades, the Columbus Department of Public Utilities will undergo a name change as part of a broader effort to clarify the services performed by department staff. The Department of Public Utilities is now Columbus Water & Power.

Columbus Water & Power provides water supply, treatment, and distribution services to 1.4 million people, oversees sanitary water reclamation and stormwater services, maintains Columbus streetlights, and supplies municipal power to a growing customer base approaching 20,000. It's also home to Sustainable Columbus, which educates the community on sustainable practices in the water, sewer, and energy sectors.

"It was time for a change, said Kristen Atha, director, Columbus Water & Power. "Some of our customers think we also pick up trash, offer cell phone service, or fill potholes. Others don't know we have a Division of Power and a sustainability mission."

Columbus Mayor Andrew J. Ginther said the transition to Columbus Water & Power is part of a larger campaign to better explain the department's role in building and maintaining the city and surrounding areas. "Columbus Water & Power reliably provides the daily essentials that keep our region going," said Mayor Ginther. "This work often occurs behind closed doors or literally under the ground. We're thrilled Columbus Water & Power will shine a light on their staff of 1,200 who provide vital resources to keep the city moving every second of every day."

The change to Columbus Water & Power was a process more than a year in the making. The collaborative effort involved holding focus groups with customers from across the city. Customers resoundingly agreed it was time for a new department name. "Customer feedback is vital in all the work we do," Director Atha said. "We also gave every staff member a chance to contribute. We've had a history of excellence for more than a century, and we wanted to make sure that heritage isn't forgotten."

The public will gradually begin to see the transformation to the new name. Columbus Water & Power will be branded on department vehicles, uniforms, eventually water towers, and in other ways over the next year and beyond. But the new name will not in any way affect our customer

service operations or how customers pay their utility bills. The new name and logo are also part of the department's new strategic plan to be implemented over the next two years.

"Water and power bring people together," Director Atha said. "We want Columbus Water & Power to advance our legacy in ways the public can understand. We are excited for this new era and continuing to provide life-giving resources to our community for generations to come."

For more information about Columbus Water & Power services, please visit columbus.gov/utilities.