



Mid-Ohio Water & Sewer District Frequently Asked Questions

We understand that you may have questions about the recent decision for Plain City to join the Mid-Ohio Water and Sewer District and regionalize its water and sewer services. To provide clarity and address your concerns, we have compiled the following Frequently Asked Questions (FAQs). If you have additional inquiries, please feel free to contact our office at 614-873-3527.

Why is Plain City joining the Mid-Ohio Water and Sewer District?

The decision to join the district is driven by the need for a more efficient and sustainable approach to water and sewer services, particularly considering that the Village is no longer able to expand its water and sewer facilities due to the Big Darby Creek, which is subject to stringent EPA regulations. This regionalization effort also offers benefits such as improved infrastructure, cost savings, and enhanced service reliability.

Is this change only because of development in the area?

No, the water and wastewater treatment systems in Plain City are aging rapidly and the cost to improve them from residents alone directed the Village to seek outside partnerships for utility service. Madison County has operated the utility plants for several years so they are the best possible option to take over ownership.

How will this change affect water and sewer services?

The change aims to enhance services by leveraging the expertise and resources of the district. You should not notice a change in your everyday life in Plain City.

Will there be any changes to billing or payment processes?

Each user has been assigned a new account number, and new methods for bill payment have been introduced. Details outlining these changes have been mailed directly to users. Efforts have been made to ensure a smooth transition.

How will this impact water and sewer rates in Plain City?

There have been no discussions about raising rates at this time. If rate changes are necessary, the district will work closely with the Village to establish rates that are reasonable. The goal is to ensure that any rate adjustments are fair and transparent.

How will emergency services, such as water main breaks, be handled?

The district will have established procedures to address emergencies promptly and effectively. Please call 740-845-1284 with emergency issues.

Will Plain City maintain control over its water and sewer services?

The Village has transferred its water and sewer infrastructure to the district. Despite this transfer, Plain City will continue to play an active role in decision-making processes. Village representatives will serve on the district's board of directors, ensuring that local needs and concerns are thoroughly considered.

Will recently announced improvements to Plain City's wastewater treatment plant continue?

Yes, the recently announced improvements to the Village's wastewater treatment plant will continue as planned. The improvements are necessary to satisfy EPA requirements.

When will the transition take place?

The transition has already begun, and starting in January 2024, the district will formally take control of the Village's water and sewer services, including billing. Ongoing transition activities will unfold over the next several months, but residents and businesses should not experience any noticeable impacts during this time.