

BILLING DEPARTMENT INFORMATION

Monday—Friday 8:00 a.m.-4:00 p.m.

Phone Number 317-485-4044

Fax Number 317-485-4141

Location & Mailing Address:

Fortville Water Works

Town of Fortville

714 E. Broadway

Fortville, IN 46040

UTILITY PAYMENT OPTIONS

All payments must be credit or debit card, cash, check or money order. No posted dated checks will be accepted.

Payments can be made in these ways:

FRONT WINDOW AT TOWN HALL

24-hour drop box—Town Hall Main Entrance.

Debit/Credit Payments via Phone or online

U.S. Mail

UTILITY PAYMENT DUE DATES

The Fortville Waterworks bill shows the billing date, due date, and disconnect date. Meters are read by the 20th of each month. The bills are mailed by the 1st of each month. All bills must be paid by the 17th of each month.

Penalties will automatically be added to your unpaid balance after the due date. Please make a note of your due date. Prompt payments will avoid unnecessary penalty charges and prompt return of deposits.

Fortville Waterworks

Customer Rights & Responsibilities



*Updated
August 2016*

PENALTIES FOR LATE PAYMENT

Indiana State Statutes require that penalty provision for late payment of utility bills be enforced in a fair and non-discriminatory manner. The Fortville Waterworks will enforce these provisions without exception. If utility payments are not received by the close of business on the due date, penalty charges will be added to the account. The additional balance due will automatically be added to the next billing statement. The Fortville Waterworks does not mail a separate notice to the customer informing them of this charge. The statutory penalty provisions are as follows:

Water Penalties

10% of the first \$3.00

3% of the amount in excess of \$3.00

DISCONNECTION OF SERVICE FOR NON-PAYMENT

Any customer who fails to pay the **total** utility bill by the 17th of each month will be subject to disconnection of the utility service. The disconnect date (if not paid by due date) will be printed on customers water bill. If **full** payment is not received by 8:00 a.m. on the scheduled shut off day at the Fortville Municipal Building, service will be terminated. A utility representative will deliver a notice of termination by placing a card on the door of the service address. **NO EXCEPTIONS**

DEPOSITS AND SERVICE FEES

Customers who are requesting initial service may be required to pay a deposit of \$36.00 for water service. A \$50.00 reconnect fee must be paid if a utility representative comes to your address during normal business hours due to delinquent payments. After hour service charges are \$40.00. Customers who have been delinquent may be required to pay a deposit of \$36.00 before service is continued.

Residential Water Rates

First 3,333 Gals	\$5.93	
Next 3,334 Gals	\$4.43	
Next 6,667 Gals	\$3.46	
Next 10,000 Gals	\$2.47	
Over 23,334 Gals	\$2.00	
	Minimum	
Monthly Charge		
Rate per Water meter Size		
5/8" meter	\$17.87	
3/4" meter	\$32.06	
1" meter	\$56.29	
1 1/2" meter	\$80.16	
2" meter	\$128.10	
3" meter	\$240.20	
4" meter	\$403.21	
6" meter	\$461.36	

Residential Sewer Rates

Monthly	Inside	Outside
Treatment Rates	Corporation	Corporation
Treatment Rate up to 50,000 gals		
	\$6.19	\$9.29
Monthly	Inside	Outside
Base Charge	Corporation	Corporation
Rate per Water meter size		
5/8" meter	\$25.06	\$37.59
3/4" meter	\$25.06	\$37.59
1" meter	\$62.65	\$93.98
1 1/4" meter	\$100.24	\$150.36
1 1/2" meter	\$145.35	\$218.02
2" meter	\$250.60	\$375.90
3" meter	\$576.38	\$864.57
4" meter	\$1,002.40	\$1,503.60
6" meter	\$2,280.46	\$3,420.69

A flat rate calculation based on Equivalent Dwelling Units is used for un-metered sewer customers. Contact the Utility Billing Office to receive a copy of those rates.

Bad Check Charges

When a check is returned unpaid by the bank for any reason, the customer will be assessed a bad check charge of \$25.00. If the check is not made good within 10 business days, service will be discontinued. If the check was payment to avoid disconnection, or written after the due date, service will be disconnected immediately. If 2 bad checks are written on the customers utility account within a 12 month period the Utility Office will not accept payments in the form of a check for that account for 12 months.

After-Hour Emergencies

Please call the emergency number at the Town Hall for utilities or contact the County Sheriffs Office and inform the Fortville Police Department of the emergency. Fortville Waterworks has personnel on 24-hour call. The Fortville Police Department will contact the appropriate utility personnel to respond to your needs. **If service was disconnected due to nonpayment, all delinquent charges and reconnection charges must be paid in full prior to reconnection during normal business hours.**

Meter Testing

If a customer wants their meter tested, the customer must make a written request (form is available at Utility Office or online) and the customer may be required to pay a meter testing charge of \$25.00

The above-noted policies and procedures are in place for your protection. State Statutes require that they be enforced in a uniform and non discriminatory manner. Please contact the Utility Billing Department if you have any questions concerning these or other utility matters.