

Water, Wastewater, Trash, Storm

Billing Services and Procedures

Utility Billing Questions

PH: 765-583-4944

WATER / WASTEWATER

When you start a new water service in the Town of Otterbein, Indiana, you are required to pay a \$150.00 deposit. When you move, the deposit is applied to your last bill. In lieu of a deposit, a homeowner may furnish the Town with a legal description of their property. When you start a new water service, you also automatically start a new wastewater (sewer) service. This service is billed, based on the number of gallons run through the water meter.

Trash Pickup

This is picked up every Wednesday by a contracted trash hauler. The fee for this is a pass-along fee billed on your water/wastewater bill which you receive from the Town. Curbside recycling occurs every other Wednesday. The Yearly trash/recycle calendar is available on our website. <https://www.otterbein.in.gov/council-meeting-minutes>

COLLECTION POLICY

*Town utility bills are mailed on the last day of the month, along with the Town newsletter and the previous month's council meetings. The utility bill is due **on the 15th** of the month, to avoid penalties.*

On the first business day following the 15th, a 10% penalty is applied to the account and disconnect notices are sent to those residents who have not paid their bill. The notice states you have the right to present evidence of hardship at the 1st Town Council meeting, of the following month, concerning the proposed disconnection. If your water service will be disconnected. If your water service is disconnected, you must pay your bill in full, plus a reconnect fee of \$50.00 to have service re-established.

If you find that you cannot pay your bill on time, please contact the utility billing office to make payment arrangements before the last day of the month.