

## SERVICE HOURS

The Utility Office Hours  
Monday – Friday  
8:30 am to 4:30 pm.

You may call the Utility Office for emergency service within our regular hours. We have an answering service that will contact an on duty service person after hours. **A fee may be charged for repeat call outs.**

Website: [townofgreentown.com](http://townofgreentown.com)

E-mail: [info@townofgreentown.com](mailto:info@townofgreentown.com)

## OUR COMMITMENT

Greentown Utilities is committed to providing quality service to our customers. We try diligently to keep our plants, water mains, service lines and sewer lines in good repair to cut down on any long term down time.

## Manage your Utility Account online

Customers may go to [townofgreentown.com](http://townofgreentown.com) to access accounts 24/7 anywhere there is internet service. View and receive account information. Customers may personalize the online service to their needs. Pay online, select paperless billing, **sign up for text or email reminders** when a payment is due, or simply view your account.

Call the Utility Office if you have questions.

112 N. Meridian St.  
P.O. Box 247  
Greentown, IN 46936  
Phone 765.628.3263  
[townofgreentown.com](http://townofgreentown.com)

TOWN OF GREENTOWN

# Utilities Policy

Greentown Utilities  
is committed to  
providing quality service  
to our customers.



## WATER WORKS

The Greentown Water Works will provide service, providing a water main is available, to each residence or business signing a connection contract with our office. This includes the service line leading to the meter, the meter pit and the meter.



The meter is the property of the water company and it is our responsibility to maintain it in proper working order, including the connections on both sides of the meter. Those customers having meters located inside the buildings or residences will be responsible for maintaining any line past the service valve coming off the main line. **Any resident should not attempt to remove the meter cover or tamper with the meter in any way.** Should our service person notice that the meter has been tampered with, he will report this to the utility office. The customer may be billed for any damage or parts required if repairs are needed. All lines, connections, and appliances connected after the meter or service valve are the complete responsibility of the property owner.

**WEBSITE**  
townofgreentown.com

## WASTEWATER WORKS

The Greentown Wastewater Works will provide service to each residence or business signing a connection contract with our office. This service will include a sewer connection or “lateral” connection at each property line, providing a sewer main is available. It is the customer’s responsibility to install a lateral according to our specifications, and to maintain the lateral from the property line to the building and to provide a cleanout within 3 feet of the building.

For cleaning purposes, the customer is responsible to maintain the entire lateral from the building to the main. The Wastewater Company will only maintain physical problems in the right-of-way.



## BILLING

Any **water** that is registered on the water meter will be billed to the customer according to the account information on file in the Utility Office. All **wastewater** charges are based on the amount of water consumption and will be billed accordingly. Unmetered wastewater customers are billed on a flat rate as determined by the rate ordinance. A fee per month is charged for weekly **trash** and bi-weekly **recycle** pickup. **Storm Water** is billed at \$14.68 per ERU Current bills will be due the 25th of each month. Any past due (previous) balance is due the 10th of the following month to avoid disconnection.

## SHUT OFF VALVE

It is the customers responsibility to have a main shut off valve that is in proper working order and accessible to the resident or tenant occupying the building. This valve is to be used in emergency situations to shut the water off in the building. The meter is not intended for this purpose.



## STORM WATER

It is a violation of Ordinance #2010-2 to allow stormwater to discharge into the sanitary collection system by connecting downspouts and sump pumps to a sanitary line If installing perimeter drains and/or sump pits, these must be inspected by the Wastewater Department before backfilling is done to confirm that there are no connections to a sanitary sewer line.

## PUBLIC HYDRANT FEE

Public Hydrant Fee-will be phased out over a four year period ( 2018-2021).  
A new Fire Protection Fee be phased in over a four year period (2018-2021), to each of the users of the water system based on their equivalent meter size (per IC8-1-2-103).  
Ordinance NO. 2017-7, the various phased rates & charges will be charged each year as specified in accordance with this Ordinance without further or future Council approval.  
The rates & charges contained in this Ordinance to be charged during 2021 will be charged during 2021 and will continue to be charged during all years after 2021.

