



CITY NEWSLETTER

JANUARY 2013

Telephone Contact Number

It is your responsibility to notify the Utility Office of your correct billing address and telephone number in case we need to contact you.

TRASH TALK

Trash Toters

Toters are assigned to specific properties and should remain with those properties until the City reassigns them. Extra toters, beyond those provided by City ordinance, are subject to additional monthly charges. Please contact the Sanitation Department at **521-6831** to have extra toters picked up to avoid additional charges.

ALTERNATIVE PAYMENT OPTIONS!

We now accept credit and debit cards for utility bill payments. In a continued effort to improve our service, this payment is now available at the drive-up window as well as in the utility office.

City Trash pick-up Schedule

City trash pick-up days are Tuesday through Friday. The scheduled routes are as follows:

Tuesday – Indiana North to CR 25 West to 31st Street.

Wednesday – Indiana South to E Ave, and 31st Street to State Road 38

Thursday – Blue River to CR 250 E and Audubon South to “Q” Avenue

Friday – “Q” Avenue to Woodbrooke Addition .

Please contact the Sanitation Department with any trash pick-up questions or concerns.

EFFECTIVE FEBRUARY 1, 2013

Beginning February 1, 2013 you will no longer be able to make Utility payments at Citizens State Bank.

WATER LEAKS

Water leaks can be very costly! Be sure leaks are repaired immediately. Utility customers are responsible for water usage and leaks from the street to their property.

ESTIMATED BILLS

Sometimes it is necessary to estimate water usage. When we get an actual reading your bill will be adjusted accordingly.

Moving or discontinuing service?

If you are planning on moving and have City of New Castle utilities (water, sewer, trash, etc.), be sure to contact the Utility Office at 521-6820 to finalize your existing account as soon as possible. This will stop the billing for these services. After the water meter reading you will receive a final bill which needs to be paid to finalize your account with the Utilities Department. The property owner is still responsible for the monthly stormwater fee even though other services are discontinued. Please provide a forwarding address.

DROP BOX UTILITY PAYMENTS

Please do not put cash into the drop box. If it gets separated from your bill stub, it is not easy to match back up. Thank you for your understanding.

Utility Office Hours

The Utility Office is open to the public from 9 a.m. – 3:00 p.m. Monday through Friday.

Our new drive-up hours beginning Monday

February 4, 2013 are:

8:30 a.m. – 3:30 p.m. Monday, Tuesday, Thursday & Friday.

8:30 a.m. – 6:00 p.m. on Wednesday.

QUESTIONS/COMMENTS/CONCERNS?

CALL US!!

**CITY OF NEW CASTLE
(765) 521-6801**

VIEW AND PAY YOUR UTILITY BILL ONLINE!

You can view or pay your utility bill online by going to the New Castle website- www.cityofnewcastle.net and under Quick Links select either “View Your Utility Service Bill” or “Pay for Your Utility Service.” The bill view system has recently been improved and will require that you update your password. You may use this system to view your current bill as well as the previous 12 months. The ability to pay online by credit or debit card is a new feature and is in response to customer requests. A convenience fee charged by the credit card processor will apply. The City does not receive this fee.