

FREQUENTLY ASKED QUESTIONS REGARDING UTILITY BILLING AND RELATED SERVICES

You may also email us at umail@mccordsville.org for questions or concerns not on this FAQ. You may also visit us at Town Hall - Monday through Friday, 8:00 am- 4:00 pm. We are closed on most holidays and Election Day in November.

Q: What is E-bill?

A: E-bill is a way you may receive your utility bill. In addition to or in place of a printed bill, you will receive your monthly bill as an email to an email address you give to the utility office. You may still pay your bill by your preferred method you use now. The e-bill will have a link to view your bill or pay your bill online if you would like to, but you do not have to. For security reasons, the e-bill will not include information about your account. You may log into your account via the link with your book number, account number, and pin number assigned by the utility billing program to your account. You may print your bill from the link provided to pay with a check.

Q: What is my book number?

A: It is a 2-digit number representing which neighborhood you live in. It can be found on your paper bill or on the e-bill next to your account number.

Q: How do I get my pin number?

A: You may call us at 317-335-1044 or email us at umail@mccordsville.org and ask for it.

Q: I lost my bill or did not receive it in the mail. May I just send in a check?

A: Yes, you may send in a check without a bill stub. Please make sure your address is on your check or if you know your account number, put it in the memo line of your check.

Q: Is there a fee to pay by credit/debit card online, by phone to our office, or in our office?

A: Yes, there is a \$2.95 fee anytime you choose to pay with a debit or credit card that the 3rd party provider of the service charges as a "convenience fee".

Q: What is ACH or Automated Clearing House?

A: ACH is an automatic payment system which deducts the exact amount due owed on your utility account directly out of your bank account at no extra fee. It will be deducted on the due date (15th of each month). You may choose to receive your bill by paper or by email. You will also receive an email before the 15th to remind you of the payment coming out on the 15th.

Q: How do I sign up for ACH?

A: You may sign up by coming into our office and filling out the authorization form with your checking account info, you may email us at umail@mccordsville.org and we will send you the form, or you may find it on our website www.mccordsville.org. You will hover over the Department tab at the top, click on Utility Office. On the utility webpage, it will be the third form in the box titled New and Notices under the green tree.

Q: What happens if the 15th falls on a weekend?

A: ACH will be taken out of your account on the next business day.

Q: How often do you post payments?

A: We post payments every day on the day we receive them. Most days, the mail arrives after we leave for the day.

Q: What is the last day I can pay before I get a penalty?

A: Penalties are posted on the next business day after all payments received on the 15th have been posted. If you pay your payment online on the 15th, we will not receive it for 24-48 hours after you make it.

Q: May I pay my bill automatically each month with my debit or credit card?

A: Not at this time. We only do it by ACH each month. Debit and credit cards expire or sometimes get lost or hacked, which makes them hard to keep them updated in our files.

Q: Do I have to pay my sewer bill if I am no longer living in the house?

A: As long as your name is on the deed of your home, you will be responsible for the monthly fees. We cannot shut off your sewer. Our fees follow the home ownership, not the occupant. A lien may be placed on your home if payment is not received.

Q: How do I get my sewer service started for my new home?

A: We have a form we ask every customer to fill out. You may come into our office and fill it out or you may find it on our website www.mccordsville.org. You will hover over the Department tab at the top, click on Utility Office. On the utility webpage, it will be the second form in the box titled New and Notices under the green tree.

Q: If I have sold my home, how do I stop my service?

A: You may call us at 317-335-1044 to provide your closing date and forwarding address, and we will send your final bill at the end of the month.

Q: What is the trash collection fee?

A: On November 13, 2018, the McCordsville Town Council voted to enact a trash collection fee starting January 2019. The monthly fee per household will be \$10.18, which will not go up for four years.

Q: What do I do if my trash is not picked up or I have a trash pickup related question?

A: Please call our trash service provider, CGS, at 1-800-453-5575.

Q: What is the address of Town Hall?

A: Our Town Hall is located at 6280 W 800 N, centrally located in McCordsville.