



Town of McCordsville Customer Information Sheet

6280 W 800 N McCordsville Indiana 46055
(P) 317-335-1044 (F) 317-336-7483(E) umail@mccordsville.org

OWNER/OCCUPANT/RENTER: Please fill out **Section 1** of the **CUSTOMER FORM**.

RENTERS: When filling out the **CUSTOMER FORM**, please note that you need the **OWNER/MANAGEMENT COMPANY** of the property to fill out and sign **Section 2** of the form before it can be processed.

MANAGEMENT COMPANY: Please fill out **Section 1** of the **CUSTOMER FORM** and have the owner of the home fill out and sign **Section 2** of the **Customer Form** before it can be processed.

SET-UP: As a Customer of McCordsville, you must complete and turn in the Customer Form and pay an administration fee. The administrative set-up fee is \$20.00 charged for all accounts, whether it's a new account or a transfer account and will be billed on your first month's bill.

As an incentive to encourage use of automated services offered by the Utility Department, the following discounts will be applied to the set-up fee: a one-time \$10.00 credit for set up of Automatic Clearing House (ACH) monthly draft out of a checking or savings account and a one-time \$5.00 credit for set up of Electronic billing (E-bill) will be given to all customers who fill out that portion on the Customer Form. We offer a paper statement and/or Electronic bill (E-bill) as options of receiving your monthly bill.

BILLING: The Town of McCordsville bills for SEWER (\$52.99 monthly), STORMWATER (\$7.50 monthly), and TRASH (\$10.18 monthly) for residents within the town limits. Customers with septic service and those neighborhoods serviced by Aqua America will not be billed for sewer. Monthly bills are a flat rate. If payments are not made by the due date, there will be a 10% penalty of the billed amount added. For Commercial customers, your rates will be determined according to your individual business, but the same administration fee will be charged for each account change. **We bill at the end of each month for that month with your payment due the following month on the 15th. The due date is always the 15th.** The customer must notify the Utility Department at least fifteen (15) days in advance of the service termination date. This will allow staff to final the account and mail the final bill due before closing the account. The customer shall remain responsible for all utility charges until proper notice is received by the Utility Department.

If you believe you have been billed in error, you may request a hearing before the Town's Account Review Officer. The request must be made in writing before the earliest possible date of termination of water service as specified by your notices. You are not entitled to dispute the amount of all or part of an amount if all or part of the amount(s) was the subject of a previous dispute.

PAYMENT: Accepted forms of payment include cash, check, money order, or **credit/debit card***. You can make an in-person payment during our business hours of Monday through Friday 8am to 4pm or you may mail in your payment. We have a convenient 24-hour drop box located in our lobby. You may also make a payment over the phone or online at www.mccordsville.org with a **credit/debit card***. Please call the Utility Office at 317-335-1044 if you need help registering your account. We also offer Automated Clearing House (ACH), drafted out of your checking or savings account at no extra cost.

**with a \$2.95 convenience fee*

The Utility Department shall charge \$30.00 for all returned forms of payment, including but not limited to: Check, Electronic check, Automatic Clearing House (ACH), and Credit/Debit card. In accordance with Ordinance Number 021213A.

The Utility Department reserves the right to discontinue service for non-payment of a bill. If payment is not received before the 2nd Tuesday following the due date (15th), a water shut off work order will be completed and sent to Citizens Energy for water service to be discontinued. Once a work order has been submitted, a **\$45.00 work order fee** will be added to the total amount due and payable before water will be turned back on. Payment must be made by cash or **credit/debit card***; personal checks will not be accepted. If payment is not made, a lien may be placed on the property.

**with a \$2.95 convenience fee*

TRASH: CGS (a subsidiary of WM) provides each residence with one free trash toter. You may set out your trash toter on Tuesday nights to be picked up on Wednesday morning. Residents are allowed one bulk item per month on the **first Wednesday of each month**. Mixed recycling containers are available at Town Hall for residents to use at no cost. CGS does offer curbside recycling for an additional cost. For any questions concerning trash, recycling, or issues with pick up, please call **CGS directly at 866-797-9018**.

Our Town Manager offers a weekly Email blast for all events and important information pertaining to the town. If this is something you're interested in receiving, just provide us with your email address next to your signature on the New Customer Form.

Town of McCordsville Customer Form

(Please fill out and turn back in)

Account No.: _____ Bill Date: _____ to be completed by Utility Department

Please check one of the following:

Owner/Landlord _____ Renter _____ Purchase Contract _____

Management Company _____ Commercial Account _____

Section 1—Owner, Occupant, Renter or Management Company

Date of closing or start of lease: _____ Today's date: _____

Service address: _____

Name: _____ Contact phone number: _____

Billing address: _____
(If different from service address)

Email address: _____ E-Bill: YES or NO (if yes, one-time \$5.00 credit)

Fill out this section ONLY if you'd like to set-up ACH (Monthly draft from checking account) **One-time \$10.00 credit**

Bank Name: _____ Email Address for ACH notifications: _____

Routing Number: _____ Account Number: _____

X _____
Owner/Renter or Management Company signature Date Email for inclusion in Town email blast
(Signature states agreement with Customer information sheet and Form)

To be completed by the Management Company or property owner for service address being rented or leased.

Section 2— when owner is not occupying service address

Property owner's name: _____ Phone Number: _____

Property owner's mailing address: _____

As owner of the above service address, I understand that I am liable for any and all outstanding and unpaid Sewer, Stormwater, and Trash charges provided to that address. The unpaid balances for Sewer, Stormwater, and Trash can and will be added to the property taxes by lien and water service may be terminated if I do not pay the bill, even if charges were under tenant's name.

X _____
Signature of Property Owner or Management Company Date Email for inclusion in Town email blast
(Signature states agreement with Customer information sheet and Form)

Please mail this form to:

Town of McCordsville
6280 W 800 N
McCordsville, Indiana 46055
317-335-1044

Or you can E-mail us at umail@mccordsville.org or Fax this form to: 317-336-7483