



June 2012

In 2011, American Water began the implementation of their strategic decision to exit the billing service business for sewer. Since that time, the Town of Newburgh has been developing the process for in-house sewer billing. As of June 2012, the Newburgh Utility Office will be handling all sewer billing for Newburgh customers.

Newburgh sewer customers will now receive a separate bill for sewer, independent of the water bill. The June 2012 Newburgh sewer bills will be mailed at the end of June. The July 2012 bills will coincide with each customer's water billing.

Payment stations for customers to pay sewer bills:

- Drive up drop box at Water Street near entry to Town Hall (coming soon)
- Drop box at Jennings Street entry to Utility Office, 23 W. Jennings Street
- Online – credit card
- Schnucks at Bell Oaks and Buehler's IGA in Newburgh, IN
- U. S. Postal Service
- Monthly ACH Debit payments (see attached)

ACH is a voluntary payment option that allows the monthly Newburgh Utility sewer bill to be automatically withdrawn from the customer's checking or savings account. Automatic deductions will appear on your bank account on the bill due date. If you choose to participate in this payment option, please fill out the enclosed application and return it to the Newburgh Utility Office at P.O. Box 100 or 23 W. Jennings Street. Participants will receive a monthly bill in the mail. This process will take approximately two months to complete. Please continue to pay your bill at the various payment stations until a statement appears on your bill stating "paid by draft".

Online customer services:

- Consumption chart for metered services comparing current year to previous year
- Credit card payments 24/7
- Real time account status
- Real time balances

Please contact the Newburgh Utility Office for any of the following:

- Address changes
- Name changes
- New home construction
- New owner for a property
- Placing account on vacation
- Vacating a property

Please call the Utility Office between 8 a.m. and 4 p.m. for questions at 812-853-7496 or email at utilityoffice@newburgh-in.gov.

Additional billing and payment information is available on the Town of Newburgh website at www.newburgh-in.gov/pages/depart_sewer.php under Sewer Billing.

Newburgh Utility Committee