



APPLICATION FOR WATER AND/OR SEWER SERVICE

Name(s) _____

Service Address _____

Phone _____ Secondary Phone _____

Date of Birth _____ Driver's License # _____

Previous Address _____

Employer _____ Phone _____

Employer's Address _____

Date of Closing _____

Initial Please

I Certify that I am the owner of the property, and the deed is on file at Clark County. _____

I am aware that a new meter may be needed, and the payment will be made before water is turned on. (FOR THE HOUSE THAT HAS BEEN EMPTY _____)

\$10 transfer fee is non-refundable.

By signing below, you confirm that you have read and understand the City of New Carlisle Water/Sewer bill information sheet that is provided.

Signature _____ Date _____



331 S Church St • New Carlisle, OH 45344
Phone: 937-845-9492 • Fax: 937-845-2338
www.newcarlisleohio.gov

City of New Carlisle Water/Sewer Bill Information

\$10 Fee to establish service

Office Hours: Monday-Friday 7am-12pm & 1pm-4pm

Bill Due Date

The City of New Carlisle Sewer Bills are mailed and due each month. The bills are due by 4pm on the 15th of each month or next business day if the 15th is a holiday or weekend. Bills are due upon receipt, if you do not receive a bill by the first week of each month, please contact us at 937-845-9492 prior to the due date. A ten percent (10%) penalty is applied after the due date on current charges. Failure to pay by the due date will result in a courtesy delinquent notice to be sent. Failure to pay by the final payment date will result in a \$50 non-pay fee and service could be disconnected. The \$50 non-pay fee along with the delinquent bill amount must be paid prior to service being restored.

How You're Billed

Water meters located in your house are read monthly through radio reads. The meters transmit the readings to our office. We will contact you if we ever need access to the meter inside. Your bill will show the reading and the service dates being billed. We bill per thousand, and any unbilled usage will be rolled over to the next month.

Water for Sod & Pools

Residents may use water for the establishment of newly installed sod for a period of two (2) consecutive weeks, not more than once per calendar year, at the City's current water rate. Residents owning swimming pools with a water capacity of at least ten thousand (10,000) gallons may fill such swimming pools not more than once per calendar year at the City's current water rate. To qualify for water-only billing under this provision, the resident shall utilize a meter provided by the City of New Carlisle. Water usage measured through the City-provided meter for approved sod watering or swimming pool filling shall be billed at the current water rate and shall not be subject to sewer charges. Prior to issuance of the meter, the resident shall provide a refundable deposit in an amount equal to the City's cost to replace the meter. The deposit shall be returned upon the meter's return to the City in acceptable condition, as determined by the City.

Payments

We accept payments in cash, check, money order, or credit/debit cards (fee with card). You can pay in person during open office hours or place your payment in our night drop box, which is located inside the front door (front door is unlocked 24 hours a day) at 331 S. Church Street. You can also mail payments to City of New Carlisle, P.O. Box 419, New Carlisle, OH 45344. Payments must be RECEIVED by the due date; postmarked dates are NOT considered on time. We do offer online payments on Invoice Cloud at newcarlisleohio.gov. There is a fee, and you can only pay in \$100 increments, multiple payments must be made if your bill is over \$100. You can also sign up for autopay on Invoice Cloud but there is a service fee. Another option is to sign up for our in-house autopay (ACH) to have your bill automatically paid through your checking or savings account with no extra fees, your payment will be deducted on the due date. Forms for this are available in the office if you're interested in in-house autopay.

Returned Checks

If you have a returned check service could be disconnected immediately. You will be responsible for paying the return check fee (\$35), non-pay fee (\$50), and amount of the check in cash. After two returned checks, cash or credit card will only be accepted.

Moving

If you move out it is your responsibility to contact the Water/Sewer Department 937-845-9492 and ask for a final reading. We will need the date you want the account closed and a forwarding address. The account will be paid in full once a final bill is paid.

After Hours

If you have any problems after hours with your water/sewer service, please contact the Clark County Sheriff's Department at 937-328-2560 and they will contact a City employee to advise or help with the situation.