



NEWSLETTER
City of New Castle

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Telephone Contact Number

Be sure the Utility Office has your correct telephone number in case we need to contact you.

Burning within the city limits is not permitted except as provided by City ordinance.

With restrictions, you can only burn leaves and then only during the months of October and November. The leaves must be in a noncombustible container with a mesh covering, the burning must be attended at all times and only occur during daylight hours. If it becomes a nuisance, it must be extinguished. No other burning, including fire pits, is permitted within the city limits. City Code of Ordinances 93.04. Go to City website at www.cityofnewcastle.net. Then go to Codified Ordinances On-line.

Solid Waste

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.

Leaves

Please mulch leaves if at all possible. If you can't mulch, leaves may be bagged and will be picked up on Mondays starting October 1 until December 31, weather permitting. Leaves may be raked to the curbside, but not in the street due to clogging of drains, and will be vacuumed by the City on Mondays. Please continue to contact the Sanitation Department at **521-6831** for pick up of heavy or bulk trash (mattresses, etc) and bundled limbs (not to exceed 3 feet in length). Non-bundled limbs will not be picked up.

Holiday Trash-November

Tuesdays pickup for the 8th will be on Monday, the 7th.

All collection days will be moved up one day for the week of Thanksgiving. Normal Tuesday's trash pickup will be on Monday, Wednesday's pickup will be on Tuesday, and Thursday's pickup will be on Wednesday.

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.

ESTIMATED BILLS

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

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.

HALLOWEEN SAFETY TIP FROM THE FIRE DEPARTMENT

Children should go trick or treating at places they know are safe. Small children should be with an adult, carry a flashlight or reflective device to be visible, and should stay away from open flames when wearing bulky or loose costumes. Trick or treating in New Castle will be on Monday, October 31st from 5-8 p.m.

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.