



**NEWSLETTER**  
City of New Castle

**ISSUE: 001**  
Q4-2010

**NEW HYDRANT FEE:**

City ordinance number 3596, approved by the City Council on April 5, 2010, established a fire protection surcharge to be paid by all water customers within the city limits. In accordance with this ordinance, effective on the November utility bills, a new hydrant fee will be assessed to all water customers who have water service within the city limits of New Castle. This charge will be based upon the meter size of the water service. Most residential customers will pay \$2.82 per month. A hydrant fee schedule is shown to the right. These rates were approved by the Indiana Utility Regulatory Commission. Sales tax is applicable to these charges.

METER SIZE	RATE
5/8-3/4 inch meter	\$2.82
1 inch meter	\$7.05
1 ¼ inch meter	\$11.28
1 ½ inch meter	\$14.10
2 inch meter	\$22.56
3 inch meter	\$42.30
4 inch meter	\$70.50
6 inch meter	\$141.00
8 inch meter	\$225.60

**UTILITY BILL *ON-LINE* ACCESS!**

In an effort to improve service to our customers, we have set up an online method for you to view your utility bills at your leisure. You will also have the ability to look at past bills up to one year and even have your bills sent to you via email. Effective immediately you can have access to your utility bills online by going to the following site and registering for this **FREE** service.

You can access this site from the City of New Castle web site at:  
[www.cityofnewcastle.net](http://www.cityofnewcastle.net)



**ALTERNATIVE PAYMENT OPTIONS!**

We have frequently been asked if we could take credit and debit cards for utility bill payments. In the past we have not been able to accommodate this method of payment. In a continued effort to improve our service to our customers, we are reviewing the ability to take card payments in the future. We will keep you informed of our progress on this improvement.

Additionally, we are considering utilizing automatic bank draft payments for those customers who would like to use this service. Basically, with your approval, a monthly automatic bank draft from your designated checking account would be used to pay your monthly utility bill. By utilizing this **free** service, you no longer would have to worry about making sure you sent in your utility payment. It would automatically be paid through this service.

**UTILITY OFFICE PAYMENT HOURS:**

As a reminder, the Utility office payment hours are Monday, Tuesday, Thursday and Friday from 9:00 a.m. – 3:00 p.m. and Wednesday from 9:00 a.m. – Noon. Payments may be dropped off any time at our convenient drop box by the drive up window. Citizens Bank also accepts utility payments.

**TRASH TOTERS:**

In order to ensure proper billing for your trash collection, be sure you notify the Solid Waste Department at 521-6831 if you have extra toters that need to be picked up. For the \$12.00 monthly charge, all property owners entitled to trash collection service may have the use of one large toter and a small toter, if needed. Additional toters will be charged accordingly.

**Questions/Comments/Concerns?**

**Call us!**  
**City of New Castle**  
**(765) 529-7605**