



NEWSLETTER

City of New Castle

ISSUE: 002

Q4-2010

CORRECT CONTACT INFORMATION

It is very important that you maintain correct contact information with the Utility office, especially telephone numbers. Many people today are changing to cell phones and, if you have done so or have changed your telephone contact number, please call the Utility office at 521-6820 and have this correction made on your record. We can only call you with a problem on your account if we have the correct contact information.

TRASH TOTERS

Trash toters are the property of the City of New Castle and should remain with the assigned property unless picked up by the Solid Waste Department. Trash toters should not be moved to other addresses. All toters have serial numbers which 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 Solid Waste at 521-6831 to have extra toters picked up.

Please be sure individual toters have clearance on both sides for pickup by the truck.

WATER LEAKS

Water leaks can be extremely costly! Be sure faucet and toilet leaks are repaired immediately. Also, be sure you do not have any leaks in crawl spaces or in basements. The utility customer is responsible for water usage and leaks on the customer's side of the water meter.

MOVING?

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. If you own property in New Castle or are connected to New Castle sewer services, you are responsible for the payment of a monthly stormwater fee even though you do not use the other services.

ESTIMATED BILLS

Although we would prefer to always obtain actual meter readings, on occasion it is necessary to estimate readings. Often the meter readers are not able to get access to the meter due to water or other debris in the meter pit. Sometimes access to the meters is blocked with overgrown vegetation, tree limbs, brush, snow, etc. In the winter, it is often necessary to estimate water readings due to cold temperatures which won't allow opening the meter pits to obtain an actual reading. Opening the meter pits in extremely cold temperatures could cause the meter or water lines to freeze. In cases where it is necessary to estimate water bills, the estimated bill is based upon previous months' actual readings. When it is possible to obtain an actual reading, the bill is adjusted accordingly.

RECYCLING SURVEY

Would you be interested in participating in a recycling program where you would:

- Flatten cardboard boxes and place them curbside for pick-up once or twice a month?
 - YES
 - NO
- Place aluminum cans in plastic bags provided by the City for pick-up once or twice a month?
 - YES
 - NO



Thank you for participating in this survey! Please clip and return this portion with your next utility payment.

NAME	
ADDRESS	
PHONE	