

**City of New Haven Utilities**

815 Lincoln Highway East  
PO Box 570  
New Haven, IN 46774  
Phone: (260)748-7050  
Fax: (260)748-7075  
Emergency: (260)748-7080  
Email:

**Office Hours:**

8 a.m. – noon and 1:00 pm to 5:00 pm  
Monday through Friday  
Closed weekends and holidays

**How and Where to pay Bills....**

Electronic-

Customers can automatically pay their monthly bill by having their bank account debited. Please contact the office for an auto debit application.

Pay by Mail-

A self-addressed envelope is included with each statement for easy pay by mail to:

City of New Haven Utilities  
PO Box 570  
New Haven, IN 46774

City Hall Drop Box-

Customers who cannot make it into our office during regular business hours may drop their payment off at our 24-hour drop box. It is a free standing drive-up unit in the east parking lot located at City Hall at 815 Lincoln Highway East.

Walk In-

You can drop your payment at City Hall on the first floor at 815 Lincoln Highway East.

**Utility Billing Dates**

There is only one billing per month and it is always on the first business day following the 15<sup>th</sup>. You have until the 15<sup>th</sup> of the month to pay the current charges. After the 15<sup>th</sup>, penalties will be added. "Shut-off notices" are also printed at this time and are due by the date stated on the notice.

**Deposits**

A \$100.00 water deposit is required for all new customers to open utility accounts. This is due prior to the date that service is to begin. Customers can request a deposit refund after paying their bill on time for 24 months.

**Paying on our Website**

You can pay your utility bill with a Visa, Master Card or Discover on the city website at [www.newhaven.in.gov](http://www.newhaven.in.gov). You will need your utility account number to use this payment option or you can call the automated number (1-866-670-3036) to pay over the phone. There is a convenience fee charged by the credit card companies for this service at a rate of \$1.50 per \$50.

**Summer Wastewater Discount**

Customers typically use the most water during the summer months; therefore, all residential customers inside the city limits are automatically put on a discounted wastewater rate for the summer. This discount allows customers to use more water while paying less wastewater. Each customer’s discount is unique to their own usage average for the previous months of December, January, February and March. This average becomes the wastewater cap for any water used over and above their average during the summer discount timeframe (**May 9, 2020 – September 4, 2020**). Ex: Customer “A” has an average of 5,000 gallons of water from Dec-Mar. June’s water usage is 8,500 gallons but they are only charged for 5,000 gallons of wastewater. They are getting a discount of 3,500 gallons on their waste water portion of their bill.

**Water Rates**

<u>Meter Size</u>	<u>Inside City Limits</u>	<u>Outside City Limits</u>
3/4 or 5/8” meter	\$ 19.67	\$ 23.53
1” meter	\$ 36.24	\$ 43.53
1 1/2” meter	\$ 66.26	\$ 79.54
2” meter	\$112.05	\$ 134.47
3” meter	\$200.36	\$ 240.46
4” meter	\$310.84	\$ 373.00
6” meter	\$498.45	\$ 598.16

**Water Rate Ladder**

First 2500 gallons billed	@ .984000 = \$	24.60
Next 5000 gallons billed	@ .883000 = \$	44.15
Next 10500 gallons billed	@ .792000 = \$	83.16
Next 18000 gallons billed	@ .740000 = \$	133.20
Next 24000 gallons billed	@ .693000 = \$	166.32
Next 940000 gallons billed	@ .639000 = \$	6,006.60

**Water Rate Ladder – Outside City Limits**

First 2500 gallons billed	@ 1.177000 = \$	29.43
Next 5000 gallons billed	@ 1.059000 = \$	52.95
Next 10500 gallons billed	@ .948000 = \$	99.54
Next 18000 gallons billed	@ .892000 = \$	160.56
Next 24000 gallons billed	@ .832000 = \$	199.68
Next 940000 gallons billed	@ .767000 = \$	7,209.80

**How to Calculate your Water Bill....**

Look at the usage on your bill.

Example #1: water usage is 35 (means 3,500 gallons as you are billed in hundreds)

$$\begin{array}{r}
 35 \\
 - 25 = \underline{\$24.60} \\
 10 \\
 \times .883 = \underline{\$ 8.83} \\
 \text{sub-total } \$33.43 \\
 + 7\% \text{ tax } \underline{2.34} \\
 \text{total } \$35.77
 \end{array}$$

Example #2: water usage is 87 (means 8,700 gallons as you are billed in hundreds)

$$\begin{array}{r}
 87 \\
 -25 = \underline{\$ 24.60} \\
 62 \\
 -50 = \underline{\$44.15} \\
 12 \\
 \times .792 = \underline{\$ 9.51}
 \end{array}$$

sub-total \$78.26  
+ 7% tax 5.48  
total \$83.74

### **Wastewater Rates**

<u>Meter Size</u>	<u>Minimums</u>
3/4 or 5/8" meter	\$ 36.92
1" meter	\$ 43.75
1 1/2" meter	\$ 143.05
2" meter	\$ 268.90
3" meter	\$ 646.67
3" meter	\$1,177.29
6" meter	\$2,670.24

### **Wastewater Rate Ladder**

.834 x usage + minimum (for your meter size)

### **How to Calculate your Wastewater Bill...**

Example #1: wastewater usage is 35       $35 \times .834 = \$29.19 + \text{minimum } (\$36.92) = \$ 66.11$

Example #2: wastewater usage is 87       $87 \times .834 = \$72.56 + \text{minimum } (\$36.92) = \$109.48$

\*Note: The majority of residential meters are 3/4" or 5/8" meter.

Also, all residential customers, inside the city limits, will be billed a \$5.35 monthly storm water fee.

### **Questions ??**

For any questions concerning your City Utilities bill, please feel free to contact our office at (260) 748-7050 and one of our service representatives will be happy to assist you.