

Welcome to the Town of New Whiteland

Sewer Deposit: All new accounts are required to pay a sewer deposit of \$75.00. This deposit is refundable when the account is closed and paid in full. This sewer deposit charge will appear on your first or second sewer bill from us.

Billing Information

The bill you receive from this utility office includes sewer service, storm water and trash pick-up. (with the exception of commercial accounts, they have to provide their own trash service). The following is important information about your utility bill.

The utility bills are mailed on the 5th of each month. Utility bill payments are due by the 21st of the same month. Any portion of the bill left unpaid as of 5:00 pm on the 21st is assessed penalties.

If you get a two month bill, you must pay the arrears to avoid disconnect. If your water service is disconnected for non-payment of sewer charges, you will be required to pay a termination fee of \$65.00 along with the full amount due on the account, and a sewer deposit.

There is a night drop box on the front of the building and it is checked frequently. The payments in the drop box are processed before the disconnect orders are sent out.

You may now pay on line through our website, which is "newwhiteland.IN.gov." On the first page of the website, on the left hand side is a light bulb guy, he has a sign that says "PAY BILL ONLINE." Payments made through the website will be posted within 24 to 48 hours. If you are up for disconnect, it is best to call the office and make your payment, that way it is posted right away. There is a fee to process a card payment. The minimum fee is \$3.95. The higher the amount being paid, the higher the processing fee.

WATER SERVICE:

To obtain water service, please call Indiana American Water at 800-492-8373. You cannot make payments to Indiana American Water at the New Whiteland Town Hall. You can make payments at Marsh on 135. VISA payments can only be made on line to Indiana American Water.

Hardship Extension

The utility office is not authorized to give hardships. You must appear in person at a Council meeting to the Town Council **BEFORE** the disconnect date to have the request considered and bring your bill with you. The Town Council meets the first and third Tuesdays of each month at 7:00 pm.

Returned Checks

The charge for returned checks is \$20.00. If you have more than one returned check your account will be placed on a CASH ONLY status. This means that the Utility Office will no longer accept checks on your account. ***You must pay with cash or money order only.*** Do not try to pay with a check, doing so may cause your service to be disconnected.

Other Utility Companies that service New Whiteland

Duke Energy (Electric)	1-800-521-2232 (new service) 1-800-343-3525 (to report outages)
Vectren (Gas)	1-800-777-2060
Century Link (Telephone)	1-800-257-3212

Trash Removal

The charge for trash removal is \$10.19 per month. Your trash day is on _____. Rumpke will provide a green 96 gallon Robo-cart for recycling and a brown 96 gallon Robo-cart for trash.

Please remember: BROWN = TRASH ONLY GREEN = RECYCLING ONLY

Recycling is picked up the first regularly scheduled collection day of each month, not weekly.

Heavy trash is picked up the SECOND PICK UP of each month.

COLLECTION GUIDELINES

RUMPKE 1-800-678-6753

Robo-carts need to be placed at curbside by 8:00 am on your scheduled collection day.

Position containers correctly

Automated collection trucks are equipped with a robotic arm that provides service to the brown trash carts and green recycle carts. They require ample room to collect carts safely and efficiently.

Place the robo-carts at least three feet apart and at least three feet away from parked cars, fences, mail boxes, or any other obstructions.

Place the robo-carts with the arrows or lid opening facing the street.

Do not park in front of or within six feet of the robo-carts on collection day.

Do not place anything on top of robo-carts.

We encourage our customers to use trash bags and to tie the bags closed before placing them in their robo-cart. Trash bags minimize wind blown trash or recyclable that may result from containers tipping over in seasonal high winds or while being dumped into the truck's hopper.

If yard trimmings, such as grass or leaves, are placed in the robo-cart, they should also be bagged to prevent them from sticking to the inside of the robo-cart and causing odor. Pet waste should also be bagged to prevent odor.

*Since recycling is picked up one time a month, be sure to rinse recyclables to eliminate odors.

Only items inside 96 gallon robo-darts will be collected, Do not overfill. If a cart is overfilled, the contents may not fall into the collection truck when the cart is tipped. Additional robo-carts are available from Rumpke.

The following items **should not** be placed in the 96 gallon robo-carts:

- Dirt, sod, brick, or concrete
- Heavy construction, remodeling, shingles, or demolition debris
- Hot ashes, coals, or other flammable materials such as; solvents, oil, gas, or oil-based paints
- Liquid waste
- Dead animals
- Hazardous wastes such as, paints, oils, poisons, corrosives, batteries, etc.
- Bulky or heavy items such as carpet, mattresses, furniture, appliances, auto parts, manure, etc.

One Container Recycling

- Recycling made easy!
- No sorting!
- green 96 gallon robo-cart collects it all in one container

*All #1 & #2 plastics

*Glass bottles and jars

*Empty aerosol cans, steel and aluminum cans

*Cardboard, newspapers, magazines, brown paper bags

More recycling means less garbage, and extends the life of our natural resources for future generations. Help reduce your solid waste costs, while protecting our environment.

Heavy Trash Collection Guidelines

Heavy trash is limited to one filled truck hopper. The hopper size is approximately 5'x4'x4'. Any item in excess of this amount will require a large item waste sticker available at the Town Hall for \$15.00. Rumpke will not accept shingles, concrete, or other similar construction materials. Rumpke will accept individual items such as a door, sink, or similar items within the above size limitations as long as it is not part of a large remodel or demolition job.

Frequently asked questions:

What if I have additional trash bags that will not fit in my robo-cart?

Additional bags will be picked up **if** they have a \$0.75 sticker affixed to the bag. Stickers are available for purchase at the New Whiteland Town Hall. If you find you have extra trash every week you will save money by ordering a second robo-cart.

When do I place my robo-cart at curbside?

Robo-carts need to be placed at curbside by 8:00 am on your scheduled collection day. Place carts with lid opening facing the street within three feet of the roadway.

May I use my old garbage can?

No. The robo-carts Rumpke provides are specifically designed to withstand the forces of the mechanical gripper and lifting arm. For this reason the automated truck will pick up only the provided robo-carts.

May I dispose of a refrigerator?

Yes. Any appliances which used Freon will not be collected unless a certificate is attached to each appliance certifying that the Freon has been removed by a licensed professional.

Can I put out limbs or bushes from my yard cleanup?

Limbs or shrubbery must be bundled for easy pick up and in lengths not exceeding four feet, on your designated heavy trash pick up day.

I am moving, do I take my containers with me?

If you move, **DO NOT** take the robocarts with you. Robo-carts are the property of Rumpke. Robo-cart serial numbers are assigned to your address.

I am remodeling. Will Rumpke pick up my construction debris?

No. Construction debris will not be accepted in robo-carts. For construction debris call Rumpke for roll off container pricing.

Where can I dispose hazardous wastes such as tires, paint, pesticides, used motor oil, etc.?

For questions concerning disposal of household hazardous waste call the Johnson County Solid Waste Management District at 738-2546.

For information on the yearly Johnson County Clean Up Day at the Fairgrounds call 738-2546.

Additional Town Information

A Town Council, which consists of five members and a Clerk Treasurer, govern the Town of New Whiteland. The Council meets on the first and third Tuesday of each month at 7:00 pm. The meetings are held at the Town Hall and are open to the Public. A few days prior to the meeting an agenda is posted on the Town website, www.newwhiteland.in.gov and in the window of the Town Hall.

The Town Hall office hours are from 8:00am to noon and 1:00pm to 5:00pm Monday thru Friday.

Sewer locates require a two day advance notice.

Important Phone Number

Police and Fire Emergency	911
New Whiteland Town Hall	535-9487
New Whiteland Utilities	535-7500
Public Works Department	535-4770
Police Department	736-5155
Police	535-5858 for administration calls only
Fire Department	535-4902
Johnson County Dispatch	736-5155

Radio Station and Website Information

In an effort to better serve the residents of New Whiteland, the Town has a radio station and a website. Tune to 1610 am for community news and information, weather conditions, information related to utility bills and so forth.

Frequently Asked Ordinance Questions

It is impossible to list all of the Town's ordinances and codes, but we have highlighted a few that come up more often than others. It is your responsibility to become familiar with the Town Ordinances. All ordinances are available for review at the Town Hall and copies are available for \$.10 per page, \$.25 for a color copy and \$5.00 for copies of legal documents.

Ordinance No. 959: Distribution of Handbills

"Handbill" means any printed or written matter, any sample or device, circular, leaf/let, pamphlet, paper, booklet, or any other printed item which is not delivered by the United States Postal Service. This includes YARD SALE signs. All distributors of handbills or other matters distributed shall stamp or print or affix the name, address, and telephone number of the person, firm or corporation distributing the handbill, if the handbill advertises an event such as a garage sale, yard sale, or other similar activity, the date or dates of the event and the address of the premises at which the event shall take place. All handbills and items related to their display shall be removed from private premises within 48 hours of the conclusion of the event advertised by that handbill. Any person violating this ordinance within a calendar year shall be fined a sum of \$15.00. Any person violating the ordinance after the first violation within a calendar year shall be fined a sum not exceeding \$300.00 plus costs.

Ordinance No. 7-301: Cars parked on Street

There is no parking permitted on the streets between 2:00am and 5:00 am. This is to avoid junk cars becoming a nuisance and also to prevent congestion, should there be an emergency. Violation of this ordinance will result in a \$30.00 fine per occurrence. The Town will accept cash, check or money orders. The Town cannot accept debit or credit cards for the fine.

Ordinance No. 699: Burning Trash

It shall be unlawful for any person or corporation to set fire to any trash, leaves, garbage, rags, or other fabrics, human or animal waste. You cannot burn anything except wood, limbs, etc. Violation of this ordinance will result in a \$30.00 fine.

Ordinance No. 8-209: Leash Law for Dogs

It shall be unlawful for any person harboring or controlling a dog to permit or suffer such dog, when not attended and under control and held by a leash, to be in any park or any other property owned, operated, or controlled by the Town. Violation of this ordinance will result in a \$105.00 fine.

Ordinance No. 10-103: Noise Nuisance

It shall be unlawful for any person to make, continue, or cause to be made or continued, any loud or unnecessary noise which disturbs the comfort, peace, or repose of others, which shall include but not limited to:

- a) The keeping of any dog or other animal which by causing frequent or long continued noise shall disturb the comfort, peace, or repose of others.
- b) The use of any radio, television set, phonograph, musical instrument, or other device for the production of sound in such a manner as to disturb the comfort, peace, or repose of others.
- c) The discharge into the air of the exhaust of any internal combustion engine in such a manner as to disturb the comfort, peace, or repose of others.

Violation of this ordinance will result in a \$30.00 fine.

Ordinance No. 2119: Parking Prohibited

An Ordinance prohibiting parking on various streets throughout the Town of New Whiteland. Street parking will be prohibited, at all times, on both sides and for the entire distance of Tracy Road and Sawmill Road in the Town of New Whiteland. Persons not complying with any posted official signs are guilty of violating 7-301 (n).

Violation of this ordinance will result in a \$30.00 fine

Miscellaneous Information

* Gravel driveways are permitted, you have to apply for a permit.

* Building permits are required for certain structures. Please call 535-6141 for information.

Failure to obtain a building permit before beginning construction will result in a \$100.00 fine for residents, \$500.00 fine for businesses, and a Stop Work Order.

The Town offers fall leaf pick-up from approximately mid October till December 1st (depending on the weather). Rake your leaves out to the curb (not in the street) for the leaves to be picked up, there is not a set schedule.

Garage Sale Signs

Signs advertising the sale of miscellaneous household items for the purpose of a residential garage or yard sale shall not exceed (4) square feet in area. Such signs may be *erected on the premises* one (1) week in advance of the sale and shall be removed within forty-eight (48) hours after the sale. If the garage sale is a coordinated neighborhood garage sale, one (1) temporary sign for each entrance of the neighborhood, not more than

twenty (20) square feet in area, shall be permitted. Garage sale signs are not permitted anywhere except on your property.