

TERMS AND CONDITIONS

Rental Deposit: The Town of Whiteland requires a deposit on rental /lease accounts. Deposits are \$150.00 per account, per location. The deposit will be applied to the resident's final utility bill, unless zeroed or full amount is not used, in such case an amount will be refunded back to the resident. Furthermore, it is the responsibility of the customer to give notification to the Town when services are no longer desired. The resident is responsible regardless of occupancy status. The Town of Whiteland is not responsible for loss of bills.

Billing Cycle: Bills are issued on a monthly basis. The billing due date is the 20th of each month, unless the 20th falls on a holiday/weekend, in which case the billing date will fall on the next business day. Due dates are not adjustable. We bill two months behind.

Payment Options:

- Mail payment to the Utility Office at the address provided on the bill.
- Secure drop box located at Town Hall (549 E Main St)
- In person during regular business hours.
- Online at www.townofwhiteland.com

Payment Terms:

Failure to receive a bill does not exempt penalties or disconnection for non-payment. The Town is not responsible for late remittances made through the mail.

Late Penalty: A late penalty of 10% of water charges and 10% of sewer charges will be added to your current bill amount if not paid in full by 8:00 AM on the business day following the due date.

Disconnect Policy: All accounts will receive a Final Notice of Disconnection tag at least one (1) day prior to the disconnect day. If payments have not been made by 9:00 AM on the disconnect day, services will be disconnected. Service will be reconnected after payment of the delinquent balance and a reconnection fee of \$50.00 during normal business hours or \$75.00 after normal business hours.

Returned Payments: All rejected payments will be charged a \$35.00 fee. When notice is received of a rejected payment, a "Returned Check Notice Tag" will be placed at the property. The account balance plus the rejected payment fee must be paid within three (3) business days of receiving notice or services will be disconnected.

Termination of Service: A disconnect form must be completed. Only an account holder listed on the account may terminate service. Verification of account information will be required prior to termination. Service will be terminated the next business day, or later as requested, excluding weekends and holidays.

A final reading will be taken on the requested termination date, excluding weekends and holidays. A final bill or deposit refund will be mailed, two months after move-out, to the forwarding address provided.

Reinstated Service: Accounts with outstanding balances will be required to pay the entire balance before service is reinstated or a new service can be established at the service address. Additional deposits may be required at the time of reinstatement.

Water Leak Policy: If a water leak is found on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The Town of Whiteland has the right to turn water service off until such time the customer repairs the leak. A leak adjustment may be granted after evidence is provided and confirmed that the leak has been repaired and is eligible for an adjustment on some charges.

Emergency Alerts: The Town of Whiteland has implemented a system for contacting residents in the event of an emergency such as boil water advisories, road closures, etc. If you would like to sign up for emergency alerts from the town, you will need to register your email or phone number with the Utility Office. Once a phone number is registered, you can sign up for text alerts by texting ALERT to 22300. We also post emergency information on our website and Facebook page.

Hours of Operation: Normal business hours for the Utility Office are:

Monday - Friday
8:00 AM - 12:00 PM
1:00 PM - 5:00 PM

Offices are closed for lunch between 12:00 - 1:00 PM

For more information, please visit our website:
www.townofwhiteland.com or contact our office at
317.535.5531