

APPLICATION FOR WATER AND SEWER SERVICE

Name _____

(Name Must Include Everyone on Lease)

Address _____

Phone _____ Contact # _____

Date of Birth _____ Driver's License # _____

Previous Address _____

Employer _____ Phone _____

Employer's Address _____

Date of Closing _____

I will be a renter at this residence. _____

I certify that I am the owner of the property and the deed is on file at Clark County. _____

(FOR THE HOUSE THAT HAS BEEN EMPTY): I am aware that a new meter may be needed and the payment will be made before water is turned on. _____

IF YOU ARE MOVING FROM ONE RESIDENCE TO ANOTHER, THE FINAL BILL FOR THE PREVIOUS ADDRESS MUST BE PAID ON THE FINAL DUE DATE OR NEW SERVICE WILL BE DISCONNECTED.

There is a \$10 transfer fee that is not refundable.

I have read the City of New Carlisle water/sewer information sheet provided.

Signature _____ Date _____



331 S Church St • New Carlisle, OH 45344

Phone: 937-845-9492 • Fax: 937-845-2338

www.newcarlisle.net • utility@newcarlisle.net

CITY OF NEW CARLISLE WATER/SEWER BILL INFORMATION

\$10 FEE TO ESTABLISH SERVICE

The City of New Carlisle Water and Sewer bills are mailed and due each month. The bills are due by the 15th of each month or next business day if the 15th is a holiday or weekend. If you do not receive a bill by the first week of each month, you must contact the City offices at 937-845-9492 prior to the due date.

The water/sewer meters are read monthly. The meters installed are radio reads. They will transmit to the office. We will contact you if we need access to the meter inside. The top of your bill will show the reading dates and the due date is shown at the bottom. You may receive a minimum bill the first month depending on the cycle that the readings are done. You can read the meter with a LED flashlight. We can help you with that if you need additional guidance.

We accept payments in cash, check, money orders or credit cards (FEE with card). We offer online payments at www.newcarlisle.net. You also have the option of signing up for automatic pay online. Also ACH where you will still receive a bill and the current amount due will be taken out of your checking or savings on the due date. Forms are at the office. Bills are due upon receipt. A ten percent (10%) penalty is applied after the net due date on current charges. Failure to pay on the due date will result in a delinquent notice being sent. The delinquent notice is sent as a courtesy.

Payments can be made at 331 S. Church, or can be mailed. You can mail payments to the City of New Carlisle, P.O. Box 419, New Carlisle, Ohio 45344. We also have a night drop located inside the front door. PLEASE READ ALL NOTICES ON THE FRONT AND BACK OF THE BILL. Failure to make the payment at the end of each month will result in a fifty-dollar (\$50.00) service fee on shut off day and your water will be shut off without any notice. This fee and your delinquent water/sewer bill amount will have to be paid BEFORE service is restored. The late payment must be made at the City offices.

If you have a returned check, the water will be shut off immediately. You will be responsible to pay the return check fee, reconnect charge and amount of check in CASH. After two return checks, cash or credit card will only be accepted.

If you move out, it is your responsibility to contact the Water/Sewer Department at 937-845-9492 ext. 23 and ask for a final reading. We will need a forwarding address. The account is not paid in full until a FINAL bill has been completed. The bill will say FINAL on it. This final amount will need to be paid on due date if your are having a new account for another address in New Carlisle to keep new service on.

If an appointment is made and you are unable to be there, it is your responsibility to cancel prior to that time. If you don't there is a \$25.00 fee.

If you have any problems after hours with your water/sewer service, please contact the Clark County Sheriff's Department at 937-328-2560 and they will contact a City employee to advise or help with the situation.