

Welcome to the
Town of New Whiteland
317-535-7500

Water Service: To obtain water service, please call Indiana American Water (IAW) at 800-492-8373. You cannot make payments to IAW at the New Whiteland Town Hall.

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.

Billing Information:

The bill you receive from this utility office includes sewer service, storm water and trash pick-up (for residential accounts only). Commercial accounts must provide their own trash service.

The utility bills are mailed on the 5th of each month and payments are due by the 21st of the same month. Any portion of the bill left unpaid as of 4:00 pm on the 21st is assessed penalties.

If you get a two-month bill, you must pay the arrears to avoid disconnect. Once your account is sent to IAW for disconnect, your account will incur a charge of \$25.00 for the administration of sending the disconnect to IAW. If your water service is disconnected for non-payment of sewer charges, you will be required to pay a disconnect fee of \$65.00 along with the full amount due on the account.

You may pay your bill in person at the Town Hall. There is a night drop box on the front of the building and it is checked frequently. You may also pay your bill online through our website, which is "newwhiteland.IN.gov." While on the Home page of the website, click on "Learn More" near the light bulb guy holding a sign that says "PAY BILL ONLINE." There is a \$2.95 fee to process an EFT/ACH payment and a \$3.45 fee to process a DEBIT/CREDIT card payment. The maximum credit card payment is \$250.00, but there is no limit on EFT/ACH payments. Payments made through the website will be posted THE NEXT BUSINESS DAY. Therefore, if you are up for disconnect, it is best to call the office and make your payment so that it is posted right away. The office **cannot** take EFT/ACH (electronic check) payments in person or over the telephone. Only the customer can make EFT/ACH payments on his/her account, but be sure to let the office know the payment has been made if you are up for disconnect.

Returned Checks (Ordinance 2020-11):

The charge for a returned paper check is \$20.00 and the charge for a returned electronic check is \$35.00. **You must bring cash to the office to satisfy the check and pay the returned check charge.** Your account will be placed on **CASH ONLY status** if you have either type of check returned. This means that the Utility Office will no longer accept checks on your account. **Your service may be disconnected if you attempt to pay with a check. You may only pay with cash, money order, or debit/credit card.**

Other Utility Companies that service New Whiteland:

Duke Energy (Electric-excluding Grassy Manor & Brownstone)	1-800-521-2232 (new service) 1-800-343-3525 (to report outages)
Johnson County REMC (Electric for Grassy Manor & Brownstone)	317-736-6174
CenterPoint Energy (Gas)	1-800-227-1376
Century Link (Telephone)	1-877-862-9343

Trash Removal:

The charge for trash removal is \$16.64 per month. Your trash day is on _____. Best Way will provide a 96-gallon Robo-cart for recycling (it will have a GREEN lid) and a solid gray 96-gallon Robo-cart for trash.

Recycling & Heavy Trash – Will only be collected on **the FIRST PICK UP** of each month, not weekly.

COLLECTION GUIDELINES

BESTWAY 800-354-1830

- Robo-carts need to be placed at **curbside by 7:00 am** on your scheduled collection day.
- Containers need to be positioned correctly—Automated collection trucks are equipped with a robotic arm that provides service to both types of Robo-carts. The trucks require ample room to collect the carts safely and efficiently. Therefore, only Robo-carts, not other garbage cans, can be used to hold trash.

Position containers correctly:

Robo-carts need to be placed 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 within two (2) feet of the roadway. 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. 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.

Only items inside the 96-gallon Robo-cart 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. Any mess made by a customer not following guidelines, is the customer's responsibility. Trash stickers can be purchased at the Town Hall for \$.75 each for overflow trash bags.

Additional Robo-carts are available from Bestway, and you will be invoiced directly from them.

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. For questions regarding the disposal of these items **contact Johnson County Solid Waste Management at 317-736-2546.**
- Bulky or heavy items such as carpet, mattresses, furniture, appliances, auto parts, manure, etc.

Recycling:

Recyclable items should be rinsed out to eliminate odors. No sorting is required. The following items are recyclable:

- *All #1 through #7 plastics
- *Glass bottles and jars
- *Empty aerosol cans, steel and aluminum cans
- *Cardboard, newspapers, magazines (without staples or binding), brown paper bags

Heavy Trash Collection Guidelines:

Heavy trash is limited to one filled truck hopper. The hopper size is approximately 5'x4'x4'. Any item(s) in excess of this amount will require the customer to contact Bestway and schedule a separate pick up. Contact Bestway for roll-off container pricing for construction/demolition debris. Bestway does not pick up televisions, computers or electronics.

Frequently asked questions:

May I dispose of a refrigerator?—Yes, on **heavy trash day**. **NOTE:** 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?--Tree limbs may be set out on **heavy trash day** provided they are tied in bundles not exceeding 4 feet in length and 3 feet in girth.

I am moving, do I take my containers with me?--If you move, **DO NOT** take the Robo-carts with you. Robo-carts are the property of Bestway. Robo-cart serial numbers are assigned to your address.

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 Wednesday of each month at 5:00 pm. The meetings are held at the Town Hall Meeting Room and are open to the Public. A few days prior to the meeting an agenda is posted on the Town website and in the window of the Town Hall. The Town Hall office hours are from 7:00 am to noon and 1:00 pm to 4:00 pm Monday thru Friday.

Sewer locates require a two-day advance notice.

Building permits are required for certain structures and construction projects. **Please call 317-535-7500 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.**

Gravel driveways are permitted if you have an existing hard surface driveway. A **building permit is required.**

The Town offers **fall** leaf pick-up. Rake your leaves out to the curb (not in the street) for the leaves to be picked up. There is not a set schedule. You may call the office for the projected time frame for leaf pick-up in the fall of the year.

Important Phone Numbers:

Police and Fire Emergency	911	Johnson County Dispatch/Police non-emergency	317-346-6336
Police (Admin Only)	317-535-5858	Fire Department	317-535-4902
New Whiteland Utilities	317-535-7500	New Whiteland Town Hall	317-535-9487
Public Works Dept.	317-535-4770		

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, which are available on the Town website.** All ordinances are also available for review at the Town Hall. Copies are available for \$.10/page, \$.25/color copy and \$5.00 for copies of legal documents.

Ordinance No. 7-301: Cars parked on Street

There is no parking permitted on the streets between 2:00 am 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, and debit/credit cards.

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

Street parking will be prohibited, at all times, on both sides and for the entire distance of Sawmill Road, Tracy Road and Whiteland 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.

Garage/Yard Sales:

Limitation on number and duration of garage/yard sales:

- * Only one (1) garage/yard sale each month shall be held at the same location. Garage/yard sales shall not be held in the same location in consecutive weeks.
- * A single garage/yard sale shall not continue for more than four (4) consecutive days.
- * A garage/yard sale shall not begin prior to 7:00 a.m. or continue past 7:00 p.m.

Signs advertising the sale of miscellaneous household items for the purpose of a residential garage/yard sale shall not exceed four (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. Garage/yard sale signs are not permitted anywhere except on your property.

****If you have just built a new home and have had SOD laid down on your property, you are eligible for a two-month SOD Credit (ON USAGE OVER NINE [9] UNITS PER MONTH) for watering of your SOD. Come into the office and apply for this credit.**