

# 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 5<sup>th</sup> of each month. Utility bill payments are due by the 21<sup>st</sup> of the same month. Any portion of the bill left unpaid as of 4:00 pm on the 21<sup>st</sup> is assessed penalties.

If you get a two-month bill, you must pay the arrears to avoid disconnect. Once your account is sent to Indiana American Water for disconnect, your account will incur a charge of \$25.00 for the administration of sending the disconnect to Indiana American Water. 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, and a sewer deposit. Sewer deposits are \$75.00 if you do not have an existing deposit on your account.

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 \$2.95 fee to process a card payment or EFT/ACH payment. Maximum credit card payment is \$250.00 but no limit on EFT/ACH payment.

## **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. 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.

## Returned Checks

The charge for returned checks is 20.00, per Ordinance 2020-11, if you have a 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)	1-877-862-9343

## Trash Removal

The charge for trash removal is \$14.59 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 96-gallon Robo-cart for trash.

Please remember: ALL DARK GRAY = TRASH ONLY  
DARK GRAY WITH GREEN LID = RECYCLING ONLY

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

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

## COLLECTION GUIDELINES

BESTWAY 800-354-1830

Robo-carts need to be placed at **curbside by 7:00 am** on your scheduled collection day.

### Position containers correctly

Automated collection trucks are equipped with a robotic arm that provides service to the gray trash carts and the gray 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-carts 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. Additional robo-carts are available from Bestway, and you will be invoiced directly from Bestway for any additional robo-carts.

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.
- Gray 96-gallon robo cart with green lid - collects it all in one container

\*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

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(s) in excess of this amount will require the customer to contact Bestway and schedule a separate pick up. Heavy Trash DOES NOT include any debris from construction or demolitions, including shingles and concrete. Bestway does not pick up televisions, computers or electronics.

### **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 7:00 am on your scheduled collection day. Place carts with lid opening facing the street within two feet of the roadway.

*May I use my old garbage can?*

No. The robo-carts Bestway 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?*

Tree limbs may be set out 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.

*I am remodeling. Will Bestway pick up my construction debris?*

No. Construction debris will not be accepted in robo-carts. For construction debris call Bestway 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.

### **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 5:00 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](http://www.newwhiteland.in.gov) and in the window of the Town Hall. The New Whiteland Town Hall is located at 540 Tracy Road, right next to the Johnson County Library. 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.

### **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	535-5858 for administration calls only
Fire Department	535-4902
Johnson County Dispatch	346-6336

### **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, leaflet, 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**

\* Building permits are required for certain structures. Please call 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 and a building permit is required.

The Town offers fall leaf pick-up from approximately mid October till December 1<sup>st</sup> (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 Sales:**

Limitation on number and duration of garage sales:

\* no more than one (1) garage sale each month shall be held at the same location. Garage sales shall not be held in the same location in consecutive weeks.

\* no single garage sale shall continue for more than four (4) consecutive days.

\* garage sales 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 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.