Town of Whiteland Resident Handbook

TOWN OF WHITELAND
WHITELAND UTILITIES
549 MAIN STREET
WHITELAND, IN 46184

****

TOWN COUNCIL BOARD

PRESIDENT	RICHARD HILL
VICE PRESIDENT	DEBRA HENDRICKSON
MEMBER	TIM BROWN
MEMBER	BRAD GOEDEKER
MEMBER	JOSEPH SAYLER

****

DIRECTOR OF ADMINISTRATION	CARMEN YOUNG
DIRECTOR OF OPERATIONS	SHAUN YOUNG
CLERK TREASURER	MELISSA FRASER

****

MEETING SCHEDULE

TOWN COUNCIL - 2ND TUESDAY OF THE MONTH
ADVISORY PLAN COMMISSION – 1ST TUESDAY OF THE MONTH
BOARD OF ZONING APPEALS – 1ST THURSDAY OF THE MONTH
STORMWATER BOARD MANAGEMENT – 2ND WEDNESDAY OF THE MONTH
REDEVELOPMENT COMMISSION – 2ND THURSDAY OF THE MONTH
PARKS ADVISORY BOARD – 1ST WEDNESDAY OF THE MONTH

PHONE NUMBERS

TOWN HALL: (317) 535-5531
UTILITIES OFFICE: (317) 530-0201
FAX: (317) 535-8724

Table of Contents

	Page
GENERAL	
TOWN HALL OFFICE HOURS	3
PUBLIC WORKS HOURS	3
TOWN IDENTIFICATION	3
HOLIDAYS	3
BILLING PERIODS	4
DEPOSITS	4
WATER DEPARTMENT	
WATER METER	5
YARD WATER METERS	5
METER TAMPERING	6
WHY IS MY BILL SO HIGH?	6
SHUT OFFS	6
TRANSFERRING SERVICE	6
GOING AWAY	7
NON-PAYMENT	7
SERVICE FEES	8
WATER SERVICE LINE RESPONSIBILITY	8
RATE SCHEDULES	9
SUMMER SEWER AVERAGE	9
PAYMENT OPTIONS	9
NSF CHECKS	10
PAST DUE NOTICES	10
PUBLIC WORKS DEPARTMENT	
TRASH COLLECTION	11
RESIDENTIAL RATES	11
RECYCLING GUIDELINES	11
HEAVY TRASH PICKUP DOS & DON'TS	12
BRUSH AND YARD DEBRIS	13
LEAF PICK UP	13
SNOW REMOVAL	14
SEWER DEPARTMENT	14

GENERAL INFORMATION

TOWN HALL OFFICE HOURS:

Our office hours are from 8am until 5pm Monday through Friday.

The office is closed from 12pm until 1pm for lunch daily.

If our office is closed for a holiday, notice is posted the week prior to the holiday.

PUBLIC WORKS HOURS:

Our office hours are from 8am until 4pm Monday through Friday.

TOWN IDENTIFICATION:

Town of Whiteland employees who work with the public in the Public Works Department are required to wear a Town issued uniform with our Town logo on the shirt.

Our vehicles are white in color with the Town logo on the side of the vehicles and have a blue municipal license plate.

HOLIDAYS:

The Town of Whiteland offices and the Public Works Department observes the following holidays:

New Year's Day
Martin Luther King Day
President's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

BILLING PERIODS:

Town of Whiteland Utilities has a monthly billing period. You will receive your bill approximately the first week of the month and will have until the 20th to pay the bill. If the billing due date falls on the weekend or a holiday, it will be due the next business day. The due date will be printed on the bills along with the reading dates as well.

Any past due account balance amount is listed in the "Previous Balance" section of the bill. This portion of the bill **MUST** be paid by the disconnect date, to avoid termination of water service. *(See "**Shut Offs**" for detailed information.)*

The Town of Whiteland bills in arrears. Below is a schedule to help understand the usage period that each billing cycle is for.

Usage Period	*Month Billed for Usage Period*
January	March
February	April
March	May
April	June
May	July (Summer Sewer Rate applied, if applicable)
June	August (Summer Sewer Rate applied, if applicable)
July	September (Summer Sewer Rate applied, if applicable)
August	October (Summer Sewer Rate applied, if applicable)
September	November
October	December
November	January
December	February

DEPOSIT FEES:

Any residential or commercial customers who are renting the property they are occupying, are required to pay a deposit in the amount of $150 before the water service account can be placed in their name.

The deposit amount is due up front with the application. This amount cannot be applied to the first billing, it **MUST** be paid in the office or by

phone, with check, cash, money order or debit/credit card before your account will be opened.

This deposit will be refunded once the final bill is paid in full. If the final is more than the deposit amount, the difference must be paid by the due date. If the final bill is less than the deposit, a refund to the customer will be sent for the difference.

Please Note: This deposit is for water only and cannot be used to pay any portion of your sewer bill. The State Board of Accounts will not allow any portion of the deposit to be applied to your sewer bill.

In the event that a resident vacates the residence without paying the final bill, the deposit is applied to the water portion of the bill, including sales tax, penalty charges, stormwater and fire hydrant fees. If there is still a balance owed on the water portion, this is turned over for collections by a third party, or through a lien on the property/taxes.

WATER DEPARTMENT

WATER METERS:

Our water meters record usage in gallons, not cubic feet. A minimum bill is based on your gallon usage. For any consumption of 4,000 gallons or less the water rate is a minimum set amount of $33.09. The sewer amount will depend on the usage. For any billing cycle of zero consumption with the water on, you are still required to pay a minimum bill.

There is a minimum bill for fire hydrant and storm water even when the water is turned off.

YARD WATER METERS:

An additional meter may be installed off of your domestic service line for yard watering purposes. The plumbing configuration must be in compliance with the Town's policy. There is an additional fee to add this meter.

This meter is charged for water and sewer usage only. There is a minimum bill based on the meter size per month. The customer is

responsible for requesting the water to be turned off in the winter to avoid paying a minimum bill when the line is not in use. There is a $50 reconnect fee to have the water turned back on the spring.

METER TAMPERING:

No unauthorized person shall maliciously, willfully, or negligently break, damage, uncover, deface, or tamper with any structure, apparatus or equipment which is part of the municipal sewage works. Any person violating this provision shall be subject to immediate arrest for disorderly conduct. (Ord. 1984-5)

WHY IS MY BILL SO HIGH?

Almost all homes develop leaks over time. These leaks can add up to a significant amount of wasted water and additional cost to you. Leaks always get larger and cost you more, in the volume of water and repair bills, the longer you wait to repair them.

Toilet tanks are often the largest source of water loss in your home. Just a small, invisible toilet leak of only two tablespoons per minute is equivalent to 15 gallons per day! Leaks of this small nature are not uncommon. Many toilets quietly run, wasting many gallons each day. Water softeners are also a common culprit for homes that suddenly notice a spike in their water usage.

If you think you may have a leak, please call us and a Town of Whiteland employee can come out to check for leaks.

SHUT OFFS:

There are several reasons for shut offs.

1. **Transferring Service.** If you are moving to another location, please complete a form to terminate your service. You will need to provide your forwarding address for the processing of your final bill. If you have a rental deposit overage, it will be mailed to you at the forwarding address provided.

If you are moving to another location within our service area and wish to leave the water on at both places, you will need to pay the full balance due of the current bill at the current service location.

Once the final usage period is assessed and billed, if it is not paid by the due date then the service at both properties will be disconnected. A reconnection fee ($50 during business hours or $75 after hours) will be required to be paid at the time of reconnection along with the bill amount due.

2. **Going Away.** If you are going away for an extended period and do not wish to have a minimum bill each month, you will need to complete a form to have the water turned off and what address to mail current bills to while you are away.

   You will need to notify us **in advance** when you need the water turned back on. A waiver of liability will need to be completed before water can be turned back on if you will not be present at the time of reconnection.

   If you wish to leave the water on while you are gone, you only need to notify us of any address changes for your current bills to be sent to while you are away. You will still be charged a minimum bill if no usage is present.

3. **Non-payment of bill.** Each bill is due on the 20th of every month, unless the 20th falls on a weekend or holiday, it will be the next business day. If payment is missed, you have until the second week of the next month to make the past due payment in full.

   In the event we must send a service person to your home to terminate your water service for non-payment, there is a service fee due in addition to the total water bill. Both must be paid in full before service is reinstated.

   Reconnections will be done between 8am and 4pm, Monday through Friday, and will have a reconnection fee of $50 in addition to the bill amount due, unless this falls on a holiday. Water service will be reinstated once payment is made in person or by phone.

Reconnections on Holidays, Weekends or after 4pm, Monday through Friday, will have an after-hours reconnection fee of $75 in addition to the bill amount due. If payment is not received the next business morning by 8:30 am, the service will be terminated again, and another reconnection fee will be charged in addition to the first fee and bill amount.

A waiver of liability form may also be required if yourself or a designated representative will not be present at the time of reconnection.

SERVICE FEES:

There are times when you will be billed a service fee to defray costs that are attributable directly to your needs. For example:

1. Your meter is turned off for non-payment.
2. Your service is reinstated after it has been turned off due to non-payment.
3. Non-Sufficient Fund (NSF) checks.
4. Turn on yard water meter.

WATER SERVICE LINE RESPONSIBILITY:

Each customer has a separate water service line. The Town is responsible for maintenance from the water main to the curb stop. The curb stop is located between the curb and the sidewalk. The customer is responsible from the curb stop to the house. The Town does not perform work on the customer side of the curb stop.

In the event of freezing, call your plumber of choice. If the frozen area is between the curb stop and the house, it is the customer's responsibility and expense to have it thawed before anything can be done to the Town's portion of the service line. Once you have heat restored and the line is thawed, call the Town of Whiteland and we will replace parts on the meter as needed at the customer's expense.

If your service line develops a leak between the water main and the curb stop, we will repair it at no cost to you. However, the customer must pay for all repairs if the leak is between the curb stop and your home.

RATE SCHEDULES:

Rate schedules for water, sewer, storm water, fire hydrant and trash are available at the Town Hall or on our website at www.townofwhiteland.com

SUMMER SEWER AVERAGE:

The Town of Whiteland has a Summer Sewer Discount program that allows residents who have an increase in water usage that does not go down the sewer to receive a discounted sewer rate. Examples of usage that does not go down the sewer are watering lawns or filling swimming pools.

This program is applied to usage from May 1st to August 31st and is available to all residential residents and does not require any notification or request form. The discount rate is automatically applied to your bill and will be seen on bills effective July 1st until October 1st.

The Summer Sewer Average rate is reviewed annually for all accounts. An average of your usage in the months of November to March is calculated. The rate for this average usage is the Summer Sewer Discount. This rate could increase, decrease, or remain the same, depending on the winter usage. New accounts that do not have an established winter history will receive a rate of $32.60.

If the actual sewer rate on your May to August usage is less than the Summer Sewer Average rate, the system will use the lower actual rate instead of the Summer Sewer Average rate.

PAYMENT OPTIONS:

To accommodate our customers, we have several payment options available. You can pay in person, online or with auto-pay. We accept cash, checks, credit cards, debit cards and money orders.

Debit/Credit Card payments can be made over the phone by calling (844) 916-1497 or visiting our website at www.townofwhiteland.com. There is a service fee assessed to payments made by credit card or debit card. Visa, MasterCard, Discover, and American Express can be used.

Payments can also be made at our Town Hall office in person during business hours or using the drop box at the front of the building during non-business hours.

If using the drop box, make sure there is an account number or address associated with the payment to ensure the payment is applied to the correct account. If you are paying cash through the drop box, make sure that it is in an envelope with the account information listed.

Want to sign up for auto-pay? Visit our website at www.townofwhiteland.com and register today! There is a service fee assessed for auto-pay payments.

NSF CHECKS:

Willfully writing a check without sufficient funds in your account to honor it is a crime in the State of Indiana. It is our practice to give customers an opportunity to make the check good at our office **before** we contact the County Prosecutor for legal action.

You will receive written correspondence from our office via a Non-Sufficient Funds (NSF) door hanger tag. Payment of the NSF check balance plus the $35 NSF fee can be made by cash, debit/credit card or money order. Service will be terminated, and an additional service fee will be billed to you if the debt is not satisfied within the 7-day time frame.

Be sure to return your NSF door hanger stub when sending in this payment or when coming into the office to pay. This allows us to properly credit the correct account number.

PAST DUE NOTICES:

The Town of Whiteland does not mail out a separate past due notice. If the account is past due, you will have an amount listed in the Previous Balance section of the monthly utility bill. The disconnect date will be in bold in the middle of the billing statement.

At least one day prior to the shut off date, if no payment has been received yet, a door tag will be hung giving you until 9 am on the disconnection day to pay before services are turned off.

PUBLIC WORKS DEPARTMENT

TRASH COLLECTION:

The billing for trash services from Best Way will appear on your bill with Town of Whiteland Utilities.

For those residents inside town limits that do not have town water service, please contact Town of Whiteland Utilities at (317) 535-5531 to set up billing for trash service.

REGULAR RESIDENTIAL RATES:

The cost of weekly trash pickup for town residents is $18.05 per month. This includes a 96-gallon trash bin and a 96-gallon recycling bin with green lid. Residential customers may not opt out of the trash fee.

Residents can request additional bins at an additional fee of $6.00 per month per bin by contacting Bestway at 1-800-354-1830.

To minimize the amount of waste that is placed in the land fill, the Town encourages residents to take advantage of recycling service. Recycling pickup is included in your trash rate at no additional charge and these recycling services will run every other week.

RECYCLING GUIDELINES:

WHAT *SHOULD* BE PLACED IN YOUR RECYCLING CART:

- Aluminum/Bi-Metal beverage cans, clean aluminum foil/trays
- Steel food cans – Rinsed
- Plastics #1 and #2 **ONLY** - Rinsed This includes soda pop and water bottles, milk jugs, and laundry products
- Glass - brown, blue, green, or clear food or beverage containers
- Newspaper, magazines, catalogs, or junk mail
- Paperboard (cereal/cracker boxes)
- Brown paper bags
- Clean parts of pizza boxes

WHAT *SHOULD NOT* BE PLACED IN YOUR RECYCLING CART:

- **NO** plastics #3-#7
- **NO** trash
- **NO** wax coated paper or food wrappers
- **NO** plastic bags of any kind
- **NO** windowpanes, glassware, ceramics, light bulbs
- **NO** styrofoam packing materials or food containers
- **NO** electronics of any type
- **NO** grass, leaves or other yard waste
- **NO** dirty/greasy pizza boxes

If a bin should get damaged or lost, you can contact Bestway at 1-800-354-1830.

ADDITIONAL DISPOSAL RATES:

Residents with heavy trash items may put out ONE large heavy item for each designated heavy trash pickup. Heavy trash pickup is the first Monday or Tuesday of every month, depending on your normal trash pickup day.

Best Way's Heavy Monthly Trash Pick-Up Do's and Don'ts

Heavy Pick–Up Day DO'S:

- Bag small bulk items to prevent wind-blown debris that would create an unsightly neighborhood.
- Furniture
- Mattresses (preferably wrapped in plastic)
- Carpeting and other floor scraps (bundled max 4'x4' pieces)
- Non-freon appliances. Freon appliances must be certified by a licensed tech verifying that all freon has been removed before placing curbside).

Heavy Pick–Up Day *DON'TS:*

- No dirt, sod, rocks, pavers, concrete, cement blocks
- No tires or auto parts
- No appliances with Freon
- No electronics of ANY type
- No batteries, used oil, paint and shingles, pesticides, automotive fluids, or any other household chemicals
- No hazardous, chemical, medical, or infectious waste
- No pesticides or bug sprays
- No construction debris
- No large metal pieces

All electronics must be recycled, but **NOT** through Best Way. You can contact Johnson County Recycling District at (317) 738-2546. They are located at 900 Arvin Dr. A, Franklin, IN 46131.

BRUSH AND YARD DEBRIS:

The Town of Whiteland provides curbside collection of residential brush and limbs on a weekly basis. This separate collection diverts biodegradable material from the landfill, reducing landfill costs and ultimately providing beneficial organic garden material.

Place items in an area with no obstacles or overhead wires. Contact us at (317) 535-5531 if you have any questions.

LEAF PICK UP:

Fall leaf collection will be scheduled on a daily/weekly basis until the leaves quit falling. Leave your leaves at the curb, not in the street, by 7am on pick up days.

Please do not bag the leaves. Fall leaf season is the only time leaves may be left loose at the curb. Leaves should be the only thing in the pile – no sticks, bricks, boards, or other items.

SNOW REMOVAL:

Road salt is used judiciously and spread primarily on all main roads including residential and major roads.

While snow is still falling, our plows will plow the centers of roadways allowing traffic to pass. When snowfall lets up, crews will return to plow the routes, getting as close to the curb as possible to clear all lanes and parking areas in the roadway and allowing access to mailboxes. NO PARKING on public streets. (Ord. 72.03)

Please understand that plows cannot keep snow out of resident driveways. Snow from the roadway is pushed from the center to the edges. It is the homeowner's responsibility to clear snow from the end of their driveway, as well as in front of the mailbox. **The snow should not be placed back in the street.**

SEWER DEPARTMENT:

The Town of Whiteland owns and operates its Municipal Wastewater Treatment Plant. The Wastewater Treatment Plant is a 100% Biological process of extended aeration; activated sludge design with a treatment capacity of 840,000 gallons per day serving over 2,000 customers.

The Town of Whiteland asks that you be mindful of what you put into the sanitary sewer system.

Resident Reminder - DO NOT FLUSH OR POUR DOWN DRAINS:

- Baby/Cleaning wipes
- Feminine hygiene products
- Paper towels
- Tissues
- Trash of any kind
- Medication
- Metals/Plastic
- Fats/Oil/Grease
- Chemicals

If you have any additional town related questions that were not addressed in this booklet, please contact Whiteland Town Hall at (317) 535-5531.

PLEASE VISIT OUR WEBSITE FOR MORE INFORMATION:
WWW.TOWNOFWHITELAND.COM

REV 2.2025