



# Clay Township Regional Waste District

www.ctrwd.org • (317) 844-9200 • Fax (317) 844-9203

## CTRWD FREQUENTLY ASKED QUESTIONS

### What are your office hours?

We are open Monday-Friday, 8:00 a.m. to 4:30 p.m.

### Are you available on the Web?

Yes. If you need further information about CTRWD, visit our web page at <http://www.ctrwd.org>. Your sewer account is not available online at this time. Please contact Customer Service at (317) 844-9200 for specific questions about your account.

### What is the mission of the District?

The District's mission as a municipal corporation and public utility is to assure that the growth of the community is done in an environmentally sound method. The District strives to provide service that will support growth and needs of the community. We are also bound to provide a waste handling system for the District's service area as may be required to protect the health and welfare of present and future residents, businesses and industries.

### What type of service does the CTRWD bill cover?

This monthly billing covers the cost of treating wastewater that leaves your residence or business. Once the water is treated and meets the requirements of the State of Indiana, it may be safely released back out into the environment.

### Does the District also provide trash pick-up?

The District only provides sanitary sewer service. You may want to check with a neighbor or your homeowners association for trash service.

### Why does my bill look different?

The District has implemented a new billing system and hired a new vendor to print and mail its bills. This will lower billing costs and improve the District's ability to provide information to its customers. The bill format is effective in November 2004.

### How is my bill calculated?

Residential customers with private wells as their water source pay a flat rate of \$23.94. This rate is equivalent metered water usage of 7,000 gallons per month. Residential customers with water service provided by Indianapolis Water or Carmel Utilities pay a base charge of \$12.95 per residential unit and a use charge of \$1.57 per 1,000 gallons based on their annual balanced consumption usage.

Commercial customers with private wells as their water source pay a flat rate based on the property use. Commercial customers with water service provided by Indianapolis Water or Carmel Utilities pay a base charge applicable to the size of the meter (s) at the service location and the property use and a use charge of \$1.57 per 1,000 gallons of water consumed.

### **What are the rates per meter size?**

The following table shows the rates based on your meter size:

5/8 inch	\$12.95
3/4 inch	\$17.00
1 inch	\$28.15
1 ¼ inch	\$43.30
1 ½ inch	\$61.55
2 inch	\$104.00
3 inch	\$235.60
4 inch	\$407.60
6 inch	\$933.85
8 inch	\$1,642.25

NOTE: Residential customers with a 3/4 inch meter or 1 inch meter will be charged a base charge for a 5/8 inch meter.

### **What is residential balanced billing?**

Residential balanced billing is a consistent monthly sewer bill based on a residential customer's average water usage. A customer's average is established based on winter water usage and this volume is used for sewer billing for 12 months starting in June. A new billing average is established each June based on the previous winter's average water usage.

### **What are some advantages of residential balanced billing?**

Residential balanced billing will provide a consistent bill amount over 12 months. Each customer receives a balanced bill based on their metered water usage. Balanced billing eliminates the monthly fluctuation that often occurs from using estimated water meter readings. Summer lawn watering is excluded from the amount because the balanced bill consumption is based only on winter meter readings.

### **What happens when my balanced bill consumption goes up or down?**

The balanced rate consumption amount for each account is set in June and is used for the next 12 months. Any change in consumption amount affects only the future bills. There are no extra charges or credits at the end of the 12-month period.

### **I moved into this house after December; how do you set my balanced bill consumption?**

New accounts use a balanced bill consumption of 7,000 gallons. This amount is used to calculate the balanced bill until you have winter readings to establish a new balanced bill amount.

### **When is my bill due?**

Your sewer bill will always be due on the 20<sup>th</sup> of the month. Your billing is always from the 6<sup>th</sup> of the prior month to the 6<sup>th</sup> of the current month. After the 20<sup>th</sup>, a late fee will be added of 10% of the current balance only.

### **Where can I pay my bill?**

Payments should be mailed to CTRWD, P.O. Box 40638, Indianapolis, Indiana 46240-0638. If you prefer to pay in person, our office is located at 10701 N. College Suite A. You are always welcome to come in our office or use our drive-up drop box that is located in front of the Government Center.

### **Can the District do automatic deductions from my checking account?**

We will notify you of this service on your billing statement when it becomes available. Our new billing system will allow us to offer this service and we expect to be starting this process in early 2005. We do process bank by phone payments. When using bank by phone for your payments, the correct account number must be on the check to ensure proper posting of your payment. Please check with your bank to see if this service is offered.

**I am on city water; when will you read the meter?**

The District does not read meters since these are provided by the water utilities. The District receives your meter reading from the water utilities. If you have questions regarding your meter readings, you should contact IWC at 631-1431 or Carmel Utilities at 571-2442.

**My water utility has given me an adjustment on my bill. Will my sewer bill also be adjusted?**

The District will make an adjustment if the water utility adjustment affects the sewer bill. For a residential customer with balanced billing, if the adjustment affects some or all of the months that are used to calculate the average winter consumption, then the average and the affected bills will be adjusted. For a commercial customer, the bill will be adjusted in accordance with the water utility adjustment. Adjustments will be made after the District receives notification of the water bill adjustment from the water utility.

**The water company has billed me for 15 units of water; how does the District calculate a billing of 11 units?**

IWC bills in 100 cubic units. The District bills in 1,000 gallon units. From the example above you would need to do the following:

IWC units	7.5 gall in a cubic ft of water	11,250/1000 = 11.25
15 x 100 x 7.5 = 11,250 total gallons billed		Rounded to the nearest whole number 11

**I have a sewer odor smell. What should I do?**

This may result for several reasons. The most common is if you have a shower, sink, or floor drain, which has not been used for a period of time. When a drain becomes dry, you may notice a sewer smell. Just pour some water down the drain. This should remove the odor. If the problem continues, please call the office at 844-9200 or our answering service at 870-9136 if after business hours.

**My drains are running slow, I called a plumber to come out. He said that I have a grease build-up. How does this happen?**

To help prevent this, never pour grease down sink drains or into toilets. Grease or food scraps should be placed in your trash or recycled if possible. When fats, lard, oil, shortening, butter etc. are washed down the sink, the grease sticks to the insides of your sewer pipes and the District main sewer line. Over time it can build up and block the line.

**I need to excavate on my property: how do I know where the sewers are located?**

“Call Before You Dig!” Indiana law requires two full working days (48 hours) notice to utilities before underground excavation can occur. Call Holey Moley (the Indiana Underground Plant Protection Service) at 1-800-382-5544 and give them the information on where and when you plan to dig. As a member of Holey Moley, CTRWD will be notified for excavations in our service area and mark the locations or sewer mains or laterals in the public right of way. Laterals on private property will not be marked, as they are the property owner’s responsibility. If you would like a copy of the inspection report on file for your property, then please call our main office at 844-9200.

**I need to report a manhole that is overflowing.**

Cooking grease, garbage disposal debris or other foreign objects can accumulate in sewer lines and create restrictions. An overflowing manhole constitutes an emergency for CTRWD so please call our office immediately at 844-9200 or the Emergency Service at 870-9136 so that we can investigate. Please be sure to keep children and pets away from a suspected sanitary sewer overflow, as contact with untreated wastewater can be hazardous to their (and your) health. If there is contact with untreated wastewater, wash immediately and thoroughly with anti-bacterial soap.