



# TOWN OF FORTVILLE

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## Utility Service Penalty Fees and Disconnection Update

714 East Broadway St.  
Fortville, Indiana 46040

Fortville Utilities temporarily waived late payment penalties and all service disconnections for non-payment due to the public health crisis beginning March 16, 2020. Following the August 14, 2020 expiration of the Governor’s Executive Order, we will resume disconnection procedures. We will not be collecting late fees or disconnection/reconnection fees until after October 17, 2020, however convenience fees when paying by credit card will still be charged as these fees are collected by the 3<sup>rd</sup> party credit card company.

**Town Council**  
Frederick Fentz  
Robert Holland  
Elizabeth Wyatt  
Tonya Davis  
Becky Davis

In order to assist our customers who have experienced financial hardship due to this health crisis, Fortville Utilities has devised a 6 month installment plan. Customers who prefer not to be enrolled into the plan must have a \$0 balance prior to their August billing date or contact the Utility Customer Service Department at (317-485-4044).

**Clerk/Treasurer**  
Melissa Glazier

**Town Manager**  
Joe Renner

August billing due on September 17, 2020.

All residential customers with outstanding balance in water, sewer and storm water on their August billing date will automatically be enrolled in a 6 month installment program. The installment amount will be determined by dividing the outstanding balance into 6 payments (16.7% of total delinquent utility bill). Customers will need to pay their current monthly balance along with the 16.7% installment each month or they will be subject to disconnection procedures. Customers with questions about their past due accounts should contact the utility office. (317-485-4044)

### Installment Plan Example:

**As of August 15, 2020, Mr. Green, a customer has a balance of \$450.00. This amount is then divided into 6 payments of \$75.00 each. Mr. Green will only need to pay the current installment as well as his current balance each month to avoid disconnection.**

<b>Current Utility Balance:</b>	<b>\$65.00</b>
<b>Pre-determined Installment #1</b>	<b>+\$75.00</b>
<b>Total Amount Due:</b>	<b>\$140.00</b>

The Vernon Township Trustee has a fund established to help those who are struggling with utility payments during this time. You may reach her at 317-485-7327. Hamilton County residents can call the Fall Creek Township Trustee at 317-841-3180 to inquire if funds are available.

Sincerely,

Fortville Water Works