



CITY UTILITIES

WATER & SEWAGE

P.O. Box 39
Rushville, IN 46173
Phone: (765) 932-4124
Fax: (765) 938-3103

NEW CUSTOMER INFORMATION

All connects and disconnects for water and wastewater services must be handled at the business office of Rushville City Utilities located at 330 N. Main Street.

Each customer will be required to fill out an application for service and make a meter deposit of \$75.00. This deposit is refunded only if the customer has the service disconnected and their final bill is paid in full, otherwise, the deposit will be applied to the customer's final bill.

All bills are mailed out on the last working day of each month. All bills are due on the 10th of each month. If a partial payment is made, the remaining balance of the bill must be paid by the 20th of the month. If a bill is not paid by the 20th of the month, service will be discontinued and a collection fee of \$75.00 is charged. The bill and the service charge must be paid in full before the water is restored. Each customer is allowed one extension in a 12 month period. This is not based on a calendar year.

If the total Wastewater or Sewage bill is not paid on a final bill, the property owner will be responsible for that amount. If the property owner does not pay after notification, the total amount plus penalties will be filed against the property taxes.

All information regarding dates for paying bills is on the bottom of each bill. It also states that the Utility Company is not responsible for the bill not being delivered. If a customer does not receive a bill they will need to call or come into the Utilities Office to find out how much is owed.

There are five drop boxes. At the 601 W. 3rd Street building, one is located on the west side of the building on the right side of the wall and there is one on the east side by the old business office entrance. There is a drop box in the lobby at 330 N. Main St. and one on the east side of the building. The other drop box is located at the local Police Headquarters at 270 W 15th Street in the lobby.

No connect or disconnect are ever taken over the phone. A signature is always required.

We accept cash, checks or money orders. We offer automatic withdrawal payments, we accept debit or credits cards at the business office. You may also pay your payment on-line at www.cityofrushville.in.gov or by phone at 844-543-1224.