

Ordinance 2014-13
Town of Cloverdale
Utility Billing Policy and Procedures

Section 1. Utility Billing Policy

The purpose of the following policy is to provide consistent customer rules and guidelines. Individuals who have questions regarding the service provided by the Town of Cloverdale are encouraged to contact the Town Clerk.

Section 2. Utility Billing Information

The Town of Cloverdale shall be responsible for the calculation and generation of all water, sewer, and storm water utility bills. The Town of Cloverdale shall maintain account records for each customer that includes the customer's legal name, billing address, account number, service address, current charges and account history including consumption, past due charges, penalties, fees and work orders (history of leaks, repairs, etc)

Utility Billing Hours

Office hours: Monday, Tuesday, Thursday, Friday
8:00 a.m. - 4:30 p.m.

Utility Billing Contact Information

Mailing address: P.O. 222, Cloverdale, IN 46120
Phone number: 765-795-4093
Website address: www.cloverdalein.com

Section 3. Rate Calculation

All municipal utility charges shall be calculated in accordance with the specific rate established by ordinance, resolution, or policy as adopted by the Town Council and applicable to each municipal utility or service provided to a customer.

Section 4. Monthly Utility Bill

The Utility Billing Clerk shall provide each municipal utility customer a combined monthly municipal utility bill which shall include the charges incurred by the customer for regular monthly water, sewer, and storm water services or any combination thereof, plus any fees, taxes, penalties, or previous balances. Bills for municipal utility services shall be issued monthly and charges are required to be paid in full on a monthly basis. A billing statement is sent as a convenience to the customer; monthly charges are due and payable on a monthly basis regardless if a bill was received by a customer.