

## Paying Your Bill

The monthly bill is typically mailed on the 4<sup>th</sup> of the month and is always due on the 20<sup>th</sup>. Payments can be made by setting up auto debit or mailing the payment to the P.O. Box on the bill stub. If you prefer to pay in person, CTRWD's office is located at 10701 N. College Avenue, Suite A. You are always welcome to come in the office or use the drive-up drop box located in front of the Government Center. After the 20<sup>th</sup>, a 10% late fee is added to the current balance.

The auto debit form is available to download from [www.CTRWD.org](http://www.CTRWD.org) or you can call the office to have a form mailed. The completed form must be returned to CTRWD's office. You will continue to receive a bill each month stating the amount due and that this amount will be deducted from your checking account on the 20<sup>th</sup>.

Payments may also be made with a credit card. PayGov, a third party provider, processes the payment. A convenience fee will be added based on the amount of the payment and will be shown prior to processing the payment. Once the total amount is shown, you will have the option to proceed or cancel the transaction.

Payments may also be paid through your bank's online bill pay.

### **Need to Update your Mailing Address or Contact Information?**

To request changes to your account, please visit our website at [www.CTRWD.org](http://www.CTRWD.org) or call the office at 317-844-9200.

**Clay Township  
Regional Waste District  
10701 N College Avenue Suite A  
Indianapolis, Indiana 46280  
Phone: 317-844-9200  
[www.CTRWD.org](http://www.CTRWD.org)**

## Did you know?

- There are over 300 miles of sewer lines in the District's service area.
- 1.6 billion gallons of wastewater was collected for treatment in 2016.
- The District has participated in the annual CarmelFest for 10 years and the Zionsville Fall Festival for 8 years.
- District employees are available to visit your school and present to science classes on environmental topics.

### Recognitions

- Indiana Wildlife Federation 2015 Conservation Organization of the Year.
- The District received the Governor's Award for Environmental Stewardship three years in a row:
  - 2012 Greening the Government
  - 2013 Outreach / Education
  - 2014 Land Use
- Awarded the Water Environment Federation 2013 Public Education Award.
- The District has annually received the Indiana Water Environmental Association Laboratory Excellence Award since 2006 and the Safety Excellence Award since 2008.



## Clay Township Regional Waste District



## SEWER RATES

**Effective July 1, 2017**



# Clay Township Regional Waste District

## Your Sanitary Sewer Utility

The purpose of the Clay Township Regional Waste District since its establishment in 1975 has been to provide effective and efficient sanitary sewer service to our customer base in an environmentally sensitive manner. The District was established to serve the Home Place area and over the years expanded to serve the west half of Clay Township and parts of Zionsville and Marion County. As of June 2017, the District provides sewer service to over 14,800 customers.



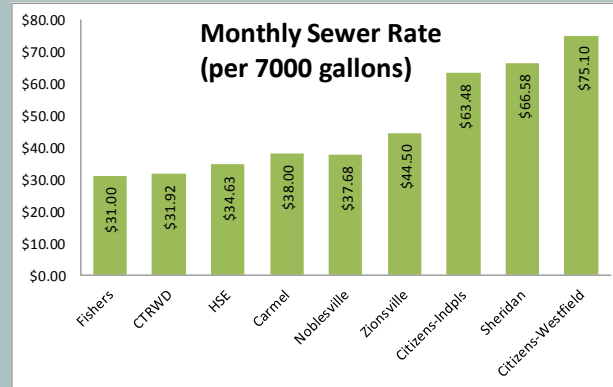
### Residential Billing

Residential customers with metered water service pay a charge based on their water meter size. They also pay a consumption charge based on their average winter water usage. The new balanced billing will be reflected on the August bill and will continue for the next 12 months. The benefit of balanced billing is that customers aren't charged for summer watering or other outside usage. Residential customers on private wells as their water source pay a flat rate of \$31.92.

### Rate Ordinance #05-08-2017A

In June, the CTRWD Board of Trustees approved the 2017 Rate Ordinance which included a 5% user rate increase that will be effective July 1, 2017 and reflected on the July 31, 2017 bill. The rate increase is needed to fund capital improvement projects and costs associated with the maintenance of the existing infrastructure. For customers using 7,000 gallons of water per month, the increase will be \$1.52 per month resulting in a monthly bill of \$31.92.

With this increase, your rates continue to be one of the lowest in the area as shown below.



The rate increase is not a result of new development. New development pays an EDU (equivalent dwelling unit) fee which is collected from builders to cover the cost of additional capacity at the wastewater treatment plant. Interceptor fees are also collected on a per acre basis to cover the cost of extending interceptor sewers to service new areas. This practice of collecting fees from new development has allowed CTRWD to make needed capacity additions without charging existing customers for the improvements.

The Capital Improvements made with revenue received from user fees include upgrades to existing equipment due to age and the addition of new treatment equipment needed to meet changing compliance standards. These capital improvement projects are undertaken to maintain an environmentally sound utility. One of these projects is described below.

### Odor Elimination at the Wastewater Treatment Plant and Lift Station No. 17

Due to more efficient plumbing fixtures, wastewater discharged into the collection system is more concentrated than in the past. This results in much higher levels of hydrogen sulfide being expelled from the sewage as it is transported through the collection system and to the WWTP. A \$1.8 million odor elimination filter was constructed at the Michigan Road WWTP. While the unit eliminates odors from the air, it also greatly improves the safety of the operations by biologically eliminating the hydrogen sulfide which is a poisonous gas in high levels.

