



**TOWN OF HEBRON
 INDIANA**

UNDERSTANDING YOUR UTILITY BILL

1. Account Number and amount due by due date.
 Amount due if paid after due date.

2. Upper portion to be sent when paying by mail. Mailing address on right. Please write account number on check.

3. Account information,
 Account number
 Bill date
 Billing period
 Service address
 Description of charges
 Amount due and due date

4. Payment due information and locations where the utility bill can be paid.

5. Special section:
 Town wide information of interest for our customers.

Page 1 of 1

Hebron Water & Sewer Department
 PO Box 478
 106 E Sigler Street
 Hebron, IN 46341-0478

Address Service Requested

Summary of Service

Hydrant Fee	2.52
Leaf/Limb Fee	1.50
Water	17.85
Wastewater	24.95
Trash	16.50
Storm Water	15.00

Account Number	
Due if paid by 08/17/18	78.32
Due if paid after 08/17/18	82.49
Amount Paid	

*****AUTO**SCH 5-DIGIT 46303
 *1-38
 HEBRON IN 46341-0159

Hebron Water & Sewer Department
 PO Box 478
 106 E Sigler Street
 Hebron, IN 46341-0478

Approved by the State Board of Accounts for Hebron Water & Sewer Department - 2013
 PLEASE DETACH AND RETURN UPPER PORTION WITH PAYMENT. THANK YOU.

Hebron Water & Sewer Department
 PO Box 478
 106 E Sigler Street
 Hebron, IN 46341-0478

Hours
 Monday Thru Friday
 7:30am to 4:00pm
www.hebronindiana.org

Office phone: (219) 996-4641
 Fax: (219) 996-7494
 Emergency Contact: (219) 996-2111

Account Information							
Account Number	Bill Date	From Date	Thru Date	Service Address			
	07/26/18	06/14/18	07/18/18				
Charge Description	Previous Reading	Present Reading	Total Consumption	Previous Balance	Tax	Charge	
Hydrant Fee							2.52
Leaf/Limb Fee							1.50
Water Meter 1	29000	31000	2000		1.17		16.68
Wastewater Charge	29000	31000	2000				24.95
Trash Charge							16.50
Storm Water							15.00
AMOUNT DUE IF PAID BY 08/17/18:					78.32		
IF PAID AFTER 08/17/18:					82.49		
A receipt will only be issued if you bring in this statement							

BILLS DUE AND PAYABLE ON OR BEFORE THE 17TH OF MONTH.
 If these charges are not paid, a disconnect notice will be sent containing important information.

PENALTY IS

Water: 10% of Water Charge Sewage: 10% of Sewage Charge

Account is not considered paid until payment is received in our office.
 We are not responsible for the U.S. Mail.
 Failure to receive a bill does not relieve customer of penalty.

PAYABLE AT:
 FIRST SOURCE BANK
 DEMOTTE STATE BANK
 HEBRON WATER DEPT.*
 Online at www.hebronindiana.org*
 By Phone 1-866-480-8552

*convenience fee applies for credit/debit cards

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The Town of Hebron's "Town Wide Yard Sale" is going to be Saturday, August 4th.

The Park Department is hosting "Movie in the Park". V August 1st will be "Lego Batman". Friday, August 10th will be "Wonder". Refr will be available for sale.

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SCHOOL STARTS WEDNESDAY, AUGUST 15 TH. BE ON THE LOOKOUT FOR "OUR CHILDREN"

Office of Clerk Treasurer
 219-996-4641
 Fax 219-996-7491



P.O Box 478
 107 N Main St
 Hebron, IN 46341

TOWN OF HEBRON
 I N D I A N A


UNDERSTANDING YOUR CHARGES

HYDRANT FEE: The charge is for the maintenance of all fire hydrants within Hebron’s town limits and to ensure the infrastructure needed to provide adequate flow is available if the Fire Department needs to “hook up” for firefighting.

LEAF/LIMB FEE: Provides funding for the monthly pick-up of limbs and the annual pick up of leaves. It covers salaries and the cost of the equipment used.

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WATER METER 1: This is the usage read on your water meter during the billing period. We bill per 1,000 gallons used. It also includes sales tax. The minimum usage is 2,000 gallons per month, this is to make sure that the base costs of providing water including the electricity needed to transport and clean the water, the personnel and others costs of daily maintenance of the delivery system, and other fixed operating costs. It also pays any bonds or loans associated with any water works projects.

WASTEWATER CHARGE: This charge is based on water use. The fee covers the cost of treating the wastewater, ensuring it meets Federal and State requirements to minimize the impact on the environment. It also covers the cost of the personnel and maintaining the collection system. It also pays any bonds or loans associated with any wastewater projects.

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TOWN OF HEBRON INDIANA

TRASH CHARGE: Covers the cost of trash and recycling collection. This fee goes directly to our contracted collection company. We do not set the rate.

STORM WATER: This fee covers the cost of maintenance and rehabilitation of the storm water infrastructure; all the pipes, curb drains, ditches and culverts. It also pays any bonds or loans associated with any storm water projects.

FREQUENTLY ASKED QUESTIONS

WHERE CAN I PAY MY UTILITY BILL?

You can pay your bill at the Town Hall (107 N Main Street), also at Demotte State Bank and First Source Bank. You can also pay your bill online at www.hebronindiana.org. There is a convenience fee of for online payments. Payments can also be mailed with the envelope provided. We also have a 24-hour drop-box available at the Town Hall.

HOW CAN I PAY MY UTILITY BILL?

The Town accepts cash, checks, Money Orders and Credit/Debit cards. There is a convenience fee when paying with a Credit/Debit card.

I USE LESS THAN 2,000 GALLONS PER MONTH, WHY DO I PAY FOR 2,000 GALLONS?

The Town of Hebron uses a combination of a fixed fee (base) and a variable fee (volume) for their water rate structure. The fixed fee (base) is 2,000 gallons, this is to help cover the costs for maintaining existing infrastructure and repaying loans and bonds used to build that infrastructure. Variable charges are the price the customer pays per volume of water used, which reflect the costs of providing water, such as costs for chemical treatment to provide safe water and energy to move and deliver water.

HOW MUCH DOES THE WATER REALLY COST?

Let's break it down. For 2,000 gallons it costs \$16.68, so a gallon of water costs .00834 cents. A gallon of drinking water from the store costs at least .94 cents. Small bottled water costs vary depending on brand, but are still more expensive than Hebron's water.



TOWN OF HEBRON I N D I A N A

WHY DON'T YOU CHARGE FOR ACTUAL USAGE?

The average American uses around 88 gallons per day per person in the household. That means a family of four would use around 10,500 gallons in a 30-day period. A single resident would use 2,640 gallons in a 30-day period. But usage varies a great deal, mostly because of differences in weather patterns.

Different utilities use different units for measuring water use. The most common units are centum cubic feet (CCF) and the gallon. A CCF also called an HCF (hundred cubic feet), which represents one hundred cubic feet of water. The first "C" comes from the Roman word for hundred, "centum." This is the most common unit used by both water and natural gas utilities. But you may be more familiar with the other unit, the gallon. One CCF is equal to 748 gallons. The Town of Hebron choose to measure in gallons, and in 1,000-gallon increments.

WHY IS MY BILL SO MUCH HIGHER THAN MY NEIGHBORS?

Many time's neighbors like to compare utility bills. However, this comparison does not accurately reflect what may be occurring in your household. Water usage habits vary widely from the number of people in your household to how often hands are washed to how long you shower. Other factors could include what type of toilet(s) you have, the size of your washing machine or if you bathe rather than shower.

Here are a few water usage facts:

- It takes on average 17 gallons of water to wash dishes by hand
- Taking a bath uses approximately 36 gallons of water
- Taking a shower uses anywhere from 25 – 50 gallons of water
- 3 to 4 gallons are used each time the toilet is flushed (lower if you have a newer model)

Because of the different variables that could contribute to the amount of water used, the most accurate way to compare the usage would be to go back to a year ago and compare the usage. This allows for a more exact comparison.

Here are some examples of monthly usage for a family of 4:

- 4 showers or baths @ 36 gallons each = 144 gallons per day, 144 gallons @ 30-day billing cycle = 4,320 gallons per month.
- 4 family members flushing the toilet on average of 3 times a day per person @ 4 gallons each would result in 1,440 gallons used per month.
- Washing dishes in the sink once a day @ 17 gallons would result in 510 gallons per month.
- Washing clothes at 6 loads per week @ 30 gallons average per load (depending on machine) would result in 720 gallons per month

Adding all of the above your water usage for the month will be 6,990 gallons.

Because of the way we bill, your water usage will be 6,000 gallons for the month.

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TOWN OF HEBRON
I N D I A N A

I HAVE A SWIMMING POOL; DO I HAVE TO PAY FOR THE WASTEWATER CHARGE?

No, not if you notify the Water Department. The Town of Hebron has a once a year swimming pool period. During that time, call the Water Department, then you must read your water meter before you fill your pool and after it's filled, and then notify the Water Department. You still pay for water used, but do not pay the Wastewater charge.

DURING THE SUMMER I USE MORE WATER OUTSIDE (WATERING THE LAWN/ GARDEN) WHY DO I HAVE TO PAY THE WASTEWATER CHARGE?

At this time the Town of Hebron does not have a way of metering homeowner's irrigation water. Some commercial consumers have a separate meter just for this use. The cost of the meter and its installation is the consumer's responsibility.