



Elkhart Public Utilities  
1201 S Nappanee St. Elkhart, IN 46516  
Phone 574-264-4273  
Fax: 574-206-8963  
**Sign up hours: 8:30 am to 4:30 pm**  
**Monday to Friday**

## General Information

### Signing up for/Transferring Service

Elkhart Public Utilities **requires** the following as applicable:

- Lease or Settlement Statement
- Photo Identification
- Deposit-In office cash, check, credit card or money order.
- Power of Attorney documentation
- Tax Identification
- For a corporation or LLC, a letter on company letterhead giving the individual permission to sign up for service on behalf of the company

If any person stated on the lease/settlement statement has an outstanding debt in the Utility system, those debts will have to be paid in full before new service is established.

\*Any time an account changes names there is a set-up fee of \$25.00 that will be billed on the 1st month's bill.

### Deposits

The total deposit for both water and sewer is **\$119.30**. **Forms of Payments accepted: Cash, Check, Money Order, or Credit/Debit Card.**

Water Deposit: The Utility **requires** the water portion of **\$54.30** to be paid at the time of signing up for service.

Sewer Deposit: The sewer deposit is **\$65.00**. The entire deposit may be paid at the time of signing up for service. However, the sewer deposit may be billed to the Customer. The entire \$65.00 may be billed on the first month's bill or split between the first and second months bill (\$32.50 each).

\*The deposits will be returned after timely payment of all charges for at least 10 out of 12 consecutive months.

### Turning on Water

Someone over the age of 18 years of age is **required** to be at the property or the service will not be turned on by the Utility. If the customer fails to be at the property during the scheduled time, there will be a \$25.00 trip charge for each additional missed appointment.

Additionally in the winter months there needs to be sufficient heat at the property for the service to be connected. Space heaters or equivalent are not considered to be sufficient heat. If the meter is discovered to be frozen due to insufficient heat the customer will be liable for the cost of said meter.

The Utility's responsibility is the water meter only. Any other plumbing is the responsibility of the property owner.

If service lines to the property freeze, it is the home owner's responsibility to thaw the lines. To avoid this it is recommended that you leave a pencil size stream of water running from a faucet during very cold weather.

### Payment Options

In the office we can only accept cash, check, debit/credit cards or money order. We also offer an Auto Debit option that will automatically withdraw from your bank account each month (Application is required).

Credit cards, debit cards or electronic checks may be used on online or on our automated phone service at <https://www.elkhartindiana.org/billpay> or 1-833-250-4483

### Corporations and Limited Liability Companies

The Responsible Party may be the:

- (1) President, secretary, treasurer, or a vice president of the corporation in charge of a principal business function, or any other person who performs similar policy or decision making functions for the corporation; or
- (2) Manager of one or more manufacturing, production, or operating facilities, provided the manager is authorized to make management decisions that govern the operation of the facility including having the explicit or implicit duty of making major capital investment recommendations.

*Source: Elkhart Public Works and Utilities; Water Utility Policies handbook*