

TOWN OF HAGERSTOWN

Informational Sheet

49 E College St.
Hagerstown, IN 47346

Phone: 765-489-6171
Fax: 765-489-5100

Office hours: Monday thru Thursday
8:00am to Noon & 1:00pm to 4:00pm
Friday ~ 7:00am thru 3:00pm

Utility bills are mailed out the last day of the month. The utility bill states each month when the next month's meter readings will be collected, due date, disconnect date and other information.

Checks may be made out to Hagerstown Utilities or the Town of Hagerstown. Please return the bottom portion of your bill with payment if possible. If you do not receive your bill within the first week of the month, please contact our office at the number listed above.

If you are paying with credit card, information regarding this is on the back of the bill. You will need your account number for payment. Charges will vary from 3% to 4.95% depending on method of payment using cards.

On the 15th (Mon - Thurs) of each month, ALL payments are due in Office by 4:00pm and/or drop box. If the 15th falls on a Friday, the payment is due in office and/or drop box by 3:00pm (Regular office hours). This also applies for all credit card payments.

If the 15th falls on a weekend, the first working day after that will be considered as the 15th. After the 15th, (above listed times) a 10% penalty will be applied to the current new billed balance.

DISCONNECTS for non-payment of utility bills, occur on or after the 25th of current month.

ONE CALL:

Your phone number will be entered into our system for emergency &/or informational calls. A voice mail will be left if you do not pick up. Please listen to voicemails. The number will be removed when you move.

If you change your phone number, **please** advise our office. It is important to have contact with our customers and One Call. Attached is a copy of door hangers that might be placed on your door with information regarding your rental property.

TRASH REMOVAL:

The Town of Hagerstown does not provide any type of trash removal. This service is to be the responsibility of the renter or by arrangements with owner, Trash services are Rumpke, Best Way or paid dumping at the transfer station located at St. Rd. 38 and Paul R. Foulke Parkway. Their contact number is 489-4000.

SPRING CLEAN-UP

A designated date is set each spring for clean-up of winter debris. This is for debris fallen over the winter. Limbs should be of handling size and approximately arm thickness in diameter. It does NOT mean trimming bushes, trees and expecting the town to haul off. Piles of this will be LEFT!

A Designated set date for this clean-up usually appears on the utility bill, town sign, newspaper and sometimes by the One-Call system.

FALL LEAF PICK-UP

The town utility crews typically begins pick up the third week in October and lasting approximately until the second week in December. Crews will pick up fallen leaves ONLY. The leaves need to be raked to the curb. Anything other than leaves will be left.

Leaf Schedule runs: North half of town Monday & Tuesdays
South half of town Wednesdays and Thursdays
Graceland Heights & other areas on Fridays

(Provided utility employees are not pulled off for other duties &/or emergencies)

MOVING OUT:

A Discontinuance of Service form needs to be signed before moving out. This generates a work order so meters will be read out at the appropriate date. Service will continue in your name until you sign off. You do not want to pay for utility services for days not there.

DEPOSITS:

When you sign off you will also sign to have your deposit released for payment to your account AFTER the final billing. After final billing, if any credit remains on the account, a check will be issued and mailed to your forwarding address given on the sign off form about 60 days after final billing. (IF you have credit and you DO NOT SIGN-OFF, credit will stay with your account till sign-off occurs.

TREE TRIMMING:

All trees between the street curb and sidewalk are the responsibility of the homeowner.