

# FAQ – Customer Service

- **Why are my sewer charges so much higher than my water charges?**  
*Sewer charges are based on water usage. Since sewer rates are higher than water rates, sewer charges are always higher than water charges.*
- **What is the mandate fee? How long will it be on my bill?**  
*The mandate fee is a fee charged to all sewer customers for the cleaning and inspection of the entire sewer system. This work was mandated by the Federal Environmental Protection Agency and the fee will remain on the bill for several years, until the bonds for this work have been repaid.*
- **Why has my bill been the same for the past 4 months; I can't be using the same amount of water?**  
*Water usage is billed in increments of 1,000 gallons. Since each customer uses somewhere between each 1,000 gallons each month, we round down to the nearest 1,000 gallons. All gallons lost in the rounding for your bill will be counted toward your next reading. (Example: If you use 1,700 gallons this month, we will only bill you for 1,000 gallons. Next month you will start with 700 gallons, meaning you only need to use 300 gallons before you will reach 1,000 billable gallons).*
- **What is the least amount I can pay to keep my water on?**  
*While your total bill amount is owed on your account, in order to avoid shut off you must pay at least half of the past due amount before the shutoff date and the other half within 7 days of the shutoff date.*
- **Why is my bill higher than my neighbors?**  
*You are billed for the water you use. If you use more water than your neighbor, your bill would be higher.*
- **How do I know if I have a leak?**  
*See the "Instructions on reading a water meter" document.*
- **Do you adjust for filling a swimming pool / outdoor watering?**  
*We do not adjust for filling a swimming pool or outdoor watering. If you plan to use water for these purposes on a regular basis, you may want to have a second irrigation meter installed for outdoor water. This will allow you to pay only for the water charges and no sewer on that meter.*
- **Why do I have to pay a deposit? I paid a deposit at my other address.**  
*Deposits are collected on every account. The deposit will be used to cover any charges incurred on the final bill for the other address.*
- **I have closed my account and my final bill has a credit, how do I get the credit?**  
*The credit can be applied to your new account, or you can wait 4-6 weeks for a refund check to be generated.*
- **Can I make a one-time bill payment without registering at the payment website?**  
*Yes. You can go to <https://ewsu.firstbilling.com/Account/Login.aspx?ReturnUrl=/> and click "Pay as Guest!"*
- **Can I make a partial payment of my City Utilities bill on-line?**  
*Yes. You can choose the amount you would like to pay on-line.*
- **Can I pay my City Utilities bill by phone?**  
*Yes. You can call our Customer Service center (812) 436-7846 and pay your bill through our automated system, choose the First Billing option, or speak with a EWSU Customer Service Representative during our business hours (Mon. – Fri. 7:30am – 4:30pm).*
- **Can I still pay my bill at the office?**  
*Yes. We are open Monday through Friday 7:30am – 4:30pm (excluding City of Evansville Holidays).*
- **Can I receive my bill electronically?**  
*Yes. You can register for an account via our billing partner First Billing at <https://ewsu.firstbilling.com/Account/Register.aspx> and choose the e-billing option.*

- **What is auto-pay and how do I sign up?**

*Auto-pay allows your payment to be paid automatically on the due date by electronic transfer from your bank account or credit card. Once you have registered for an account at <https://ewsu.firstbilling.com/Account/Register.aspx>, log in and choose the “Auto-Pay” button on the main screen.*

- **What is e-billing and how do I sign up?**

*E-billing allows us to send your bill to your registered email address, reducing the amount of mail you receive and getting your bill to you quicker. You can sign up for e-billing by logging into your online account at <https://ewsu.firstbilling.com/Account/Login.aspx?ReturnUrl=/> and choosing the e-Billing Sign-Up button.*

- **Can I pay my bill via online banking?**

*Many customers pay their bills through their online bank account. For more information, contact your financial institution for their requirements.*

- **How do I pay my bill?**

*EWSU offers several options for paying your bill including paying via phone, online payment, auto-pay, in person at one of 30 satellite pay stations, in person in our customer service center, and through your online banking system.*

- **How are water rates determined?**

*Water rates are requested by the Utility and approved by the Indiana Utility Regulatory Commission.*

- **What are some ways I can conserve water?**

*The Environmental Protection Agency provides numerous ways you can conserve water. Visit <http://water.epa.gov/polwaste/nps/chap3.cfm> for more information.*

- **What can I do to prevent damage to pipes during freezing temperatures?**

*If you live in a home with an unheated basement or in a slab home with a crawl space underneath, extremely cold weather may cause your water lines to freeze or your internal plumbing lines to burst.*

*You can take several steps to minimize the risk:*

- *Keep areas with exposed pipes warm.*
- *Wrap water pipes in unheated areas with pipe insulation or blankets.*
- *Open a tap and let the water run in a continuous stream about the thickness of a pencil.*

*The amount of money you spend taking these precaution will be relatively small compared to the cost of repairing damaged lines.*

- **What are your business hours?**

*Our Customer Service Center is open Monday through Friday 7:30am – 4:30pm. You can pay your bill 24 hours a day via phone (812) 436-7846 or online at <https://ewsu.firstbilling.com/>.*

- **How do I stop service?**

*You can stop your service by visiting [www.ewsu.com/startstop](http://www.ewsu.com/startstop).*

- **How do I start service?**

*You can start service by visiting [www.ewsu.com/startstop](http://www.ewsu.com/startstop).*

- **If I need to make repairs, who should I call to have the water service shut off?**

*If you have a leak or need to make repairs, first attempt to shut off the water at the main shutoff inside the home. If that does not stop the leak, call (812) 421-2130 to have someone come out to shut the water off 24 hours a day.*

- **I was out of town and didn't use any water, why did I still receive a bill?**

*There are minimum charges incurred for having an active account with the EWSU. A full list of rates and fees can be found at <http://ewsu.com/index.aspx?page=2260>*

- **My water is cloudy/discolored, who should I call?**

*If you are experiencing cloudy or discolored water, call (812) 421-2130.*

- **How do I read my meter?**

*See “Instructions on reading a water meter” document.*

- **Who do I call to report a water main break?**

*Call (812) 421-2130 to report a main break 24 hours a day.*

- **How do I dispose of unused prescription medication?**

DO NOT dispose of medication in drains/toilets or through your trash service. The following agencies can dispose of unused medications for you:

- *Vanderburgh County Coroner's Office (also accepts used/unused needs/sharps)*  
*201 S Morton Ave*  
*Monday through Friday 8am – 4pm*  
*(Excluding county government observed holidays)*
- *Vanderburgh County Sheriff's Command Post*  
*5607 Highway 41 North*  
*Monday through Friday 7am – 5pm*  
*(Excluding county government observed holidays)*