

CONSTRUCTION CORNER

West Wastewater Treatment Plant Improvements

Over the next 24 years, EWSU will spend \$729 million for **Renew Evansville**, the federally mandated integrated overflow control plan, which will be the largest infrastructure project in the city's history. The plan includes a **6.1 million gallon combination sewage overflow (CSO)** basin at the West Wastewater Treatment Plant, a new screening diversion structure, and a new plant entrance. The CSO storage basin will handle excess water during heavy storm events to **dramatically reduce combination rainwater and sewage discharges** into the Ohio River.



CHRISTMAS TREE DISPOSAL & RECYCLING

EWSU will offer the annual **Christmas tree disposal** service starting Monday, **December 28, through Friday, January 15, 2021**.

Republic Services will pick up Christmas trees on the same day as the regular trash service for three weeks. Trees should be placed next to the trash cart. The service is for city residents only who pay for their trash and recycling with their monthly water and sewer bill. It is not available to apartment complexes, mobile home communities or retail/commercial businesses.

The Vanderburgh County Solid Waste District will accept live Christmas trees at the annual Christmas tree recycling drop-off event on **Saturday, January 9, 2021**, from 8 a.m. until noon at the old Walmart west parking lot on University Drive. Trees will be converted into mulch to help save landfill space.



How You Get Information

EWSU is always looking for ways to better serve our customers. We do that by asking what you want. Let us know **how you prefer to receive information**. Options include Get the Drop! quarterly newsletter and bill inserts with your billing statement, messages printed on your billing statement or envelope, MyWater app notifications to your smartphone, direct mail to your home, or email messages. Please email your response to EWSUCustomerService@ewsu.com or call 812-436-7846.

Evansville WATER AND SEWER UTILITY

GET THE DROP!

A quarterly newsletter for giving your life a splash of insight.



Winter 2020

Bill Payment Kiosk Locations

NEW!

EWSU is pleased to offer **new payment options** for customers to pay in-person near Haynie's Corner Arts District and on the city's south side with new bill payment kiosks located inside The Potter's Wheel at 333 E. Jefferson Avenue and at Mike's Food Mart at 407 E. Riverside Drive. A third payment kiosk is available near the main entrance at the Civic Center on Martin Luther King, Jr. Blvd. Payments may be made with **cash, check, or credit card**. The payment process is fast, easy, convenient and secure.

Find convenient locations at PaySiteKioskLocator.com



Visit us at
www.ewsu.com



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Water Bill Assistance Program

Are you delinquent on paying your utility bill, and have you received a shutoff notice? Based on your income, **you may qualify for financial assistance.**

The Water Bill Assistance Program, a collaborative service between EWSU, HomeServe USA and the Community Action Program of Evansville, has helped hundreds of low-income qualifying households struggling to pay their utility bills. Find out if you qualify. Call **CAPE** at **812-492-3941** to schedule an appointment.

Understanding Your Bill

We've made improvements to our website! Visit www.ewsu.com and click **Understanding Your Bill** for details about your account information, billing period, billing summary, meter readings, and more. Check out our updated bill calculator for more information on your monthly usage based on the new 100-gallon billing method, and watch an informational video explaining how 100-gallon billing works.

Understanding your Bill



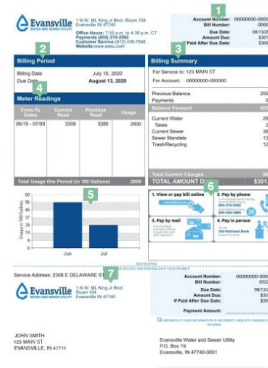
WATER
Rates & Fees



SEWER
Rates & Fees

To help you better understand your bill, we've provided details about each section below. You can also check out our [bill calculator](#) for more information about how your monthly usage is calculated.

1. Account Information +
2. Billing Period +
3. Billing Summary +
4. Meter Readings +
5. Usage History +
6. Message Center +
7. Bill Stub +



Understanding Your Water Bill
NOW WITH
ONE-HUNDRED-GALLON BILLING
THE RESULT IS A
MORE PRECISE AND PREDICTABLE BILL

Watch later Share

Evansville
WATER AND SEWER UTILITY

2021 Water and Sewer Rates

Due to the financial burden caused by the COVID-19 pandemic, Evansville Water and Sewer Utility **will not increase sewer rates** in 2021 as originally called for in the US-EPA-mandated integrated overflow control plan. Water rates will increase by 6% effective January 1, 2021, as part of a three-year, phased-in rate increase approved by the Indiana Utility Regulatory Commission in 2018. For more information on water and sewer rates, visit www.ewsu.com and click Rates and Charges under General Information.



Don't Put FOG Down the Drain

Surveys indicate more people are cooking and eating at home during the pandemic. The trend will likely increase this holiday season and throughout the winter months. As you prepare your traditional holiday meals remember, do not pour **fats, oils and grease (FOG)** in the sink to avoid clogging drains and damaging sewer pipes. Dispose of **FOG – salad dressings, gravy and cooking oils, etc.** – in a can and toss it in the trash. And don't forget to wipe your plates clean before washing.

Go to EWSU.com/FOG to learn what you can do to help protect our environment.

