

Water FAQ's

What Services does the City of Bloomington Utilities provide?

The City of Bloomington Utilities provides water, wastewater and storm water services to Bloomington and part of the surrounding area. The City of Bloomington Utilities **does not** provide electrical, gas or cable TV service.

When is my Utility bill due?

All utility bills are due on the same date, near the end of each month. The exact day will vary slightly from month to month.

What if I can't pay my bill by the due date?

Options are available. Please contact Customer Service to discuss your specific needs at 812-349-3930.

How can I pay my water bill?

You have five basic options:

AQUA Pay --Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.

Online Payment --Our online payment option is a one-time draw directly from your bank account. You will need your bank account number and bank routing number for this option.

Mail --Payment stubs should be mailed in the envelopes provided to:

CITY OF BLOOMINGTON UTILITIES DEPARTMENT ACCOUNTS RECEIVABLE P O BOX
2500 BLOOMINGTON IN 47402-2500

Drop box --You may use the drop box at our offices at 600 E. Miller Drive (corner of Henderson and Miller).

In Person --You may pay in person at our office at 600 E. Miller Drive (corner of Henderson and Miller), Monday through Friday between 8 am and 5 pm.

How much is a typical water and sewer bill?

The bill is calculated based on the size meter you have and the amount of water you use. Most residential households are served by 3/4 inch meters. The following table shows the calculations for a typical residential customer in the city limits with two people and four people living in the household. Please see the rate schedule for more information. These rates effective as of February 1, 2012.

Number in Household	2 people	4 people
Meter Size	3/4"	3/4"
Gallons Used	5,000	10,000
Units Used	5	10
Fixed Water Charges-Meter	\$6.55	\$6.55
Fixed Water Charges-Fire Protection	\$2.44	\$2.44
Water Charges-Usage	$\$3.11 \times 5 = \15.55	$\$3.11 \times 10 = \31.10
Water Charges-Tax	$(\$15.55 + \$8.99) \times 7\% = \$1.72$	$(\$31.10 + \$8.99) \times 7\% = \$2.81$
Wastewater Charges-Meter	\$6.52	\$6.52
Wastewater Charges-Usage	$\$6.36 \times 5 = \31.80	$\$6.36 \times 10 = \63.60
Stormwater Charge	\$2.70	\$2.70
Total Bill	\$67.28	\$115.72

How do I connect to sewer if my house is on a septic system?

The first step is to call the City Utilities Engineering Department at 812-349-3650 to determine if your residence is close enough to the sewer system to connect. If it is not, the engineers will evaluate the feasibility of getting your neighborhood served by analyzing maps of the sewer system. If sewers can be extended to serve your neighborhood and 60% of the property owners request service and put up deposits, a project will be implemented to extend sewer to your neighborhood. The total cost of the project is divided evenly among the number of homes served. The City of Bloomington Utilities Department budgets about \$100,000 annually to its neighborhood sewer program.

Where does our drinking water come from?

Monroe Reservoir, commonly referred to as Lake Monroe, is the sole source of water for Bloomington. It is located six miles southeast of the city, has a drainage area of 441 square miles and a surface area of 10,750 acres at normal pool level. The lake is owned by the State of Indiana Department of Natural Resources and maintained by the Federal Army Corps of Engineers. According to the Indiana Department of Natural Resources, the dependable yield from the reservoir is 122 million gallons per day. Of this amount, 25% is committed to withdrawal by all users of the reservoir. The Army Corps of Engineers maintains the pool elevation of Lake Monroe, which is usually 538 feet above sea level. The City purchases water from the State of Indiana for use at the Monroe Water Treatment Plant.

What happens to the water I flush?

Sanitary sewage wastewater normally flows by gravity through underground pipes to one of Bloomington's wastewater treatment plants where the water is treated physically, chemically, and biologically before being discharged back to the environment. The pipes follow the natural drainage of the land and get larger as you go downstream and more land is served.

Gaps in the gravity sewer system are overcome by installing sewer lift stations at low points in the area or neighborhood where the wastewater collects in large manholes and is pumped to gravity sewers further downstream. Most residential neighborhoods are served by 8 inch diameter gravity sewers. The largest gravity sewer in Bloomington measures 48 inches. People who live north of 12th Street are served by the Blucher Poole Wastewater Treatment Plant. The majority of the City of Bloomington is served by the Dillman Road Wastewater Treatment Plant.

What is an easement?

An easement is the right afforded a person or company to make limited use of another's real property. Utility companies obtain easements for the installation and maintenance of power lines, telephone or television cables, and gas, water, and sewer mains.

New development is required to grant easement to City of Bloomington Utilities Department for all public sewer and water lines within the development. Certain water, sanitary sewer, or drainage projects involve acquisition of easements from property owners by City Utilities Department. Depending on the nature of the project, City Utilities Department may require that the easements be contributed in order to allow the project to proceed, or may offer fair market value compensation.

City of Bloomington Utilities Customers Rights and Responsibilities

The City of Bloomington Utilities (CBU) is a municipally owned water, wastewater and stormwater utility under the guidance of the seven-member Utility Service Board, which is appointed by the Mayor and City Council. CBU is responsible for the production and distribution of drinking water, the collection and treatment of sanitary sewage, and the operation and maintenance of the City's storm water system. Our goal is to provide you the highest quality product and service possible while meeting all regulations.

The following basic information should be retained.

1. Customers are billed for services and charges in arrears. We invoice all customers near the 1st of each month for all goods and services provided for the prior calendar month. Payment is due upon receipt of your statement. Please allow adequate mailing and processing time to avoid penalties. If you are paying by check or money order, please return the top portion of your invoice in the enclosed envelope.
2. Please check all service addresses and services listed on your invoice for accuracy.
3. We welcome your inquiries and suggestions. You may email us at www.utilities.cs@bloomington.in.gov or telephone Customer Relations at 812-349-3930.
4. Forms for service changes are available on our web page at <http://www.bloomington.in.gov/utilities/>.

Comments and suggestions may be mailed to City of Bloomington Utilities; Accounts Receivable; PO BOX 1216; BLOOMINGTON IN 47402-1216.

5. Your timely payments are needed to maintain reasonable utility rates. Customers that do not pay upon receipt are assessed a late payment charge as prescribed by State law. This penalty amount is shown on your invoice. You are allowed 17 days to pay the invoice before the penalty is assessed. The penalty is assessed as noted on the statement delinquent date.

6. If your account is past due you may be subject to disconnection of water services. You will be notified in writing that CBU intends to disconnect your water service, and you will be given a specific period of time to bring your account current and avoid disconnection. If your service is disconnected, you will be required to bring your account current and pay additional fees to cover CBU's cost to disconnect and reconnect your service before service will be restored.

7. Disconnection of water service may be delayed or avoided (a) if the customer provides CBU with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to health or safety of a designated person in the household of the customer, (b) if the customer arranges to pay the full amount due over a reasonable period of time as provided in 170 Indiana Administrative Code 6-1-16, or (c) if the customer files a complaint with the Indiana Utility Regulatory Commission pursuant to 170 Indiana Administrative Code 16-1-6. The Commission will not hear complaints about any bill which is delinquent at the time the complaint is filed.

8. Appeal can also be sought to the Utilities Service Board as provided in Section 9 "Inquiries and Appeals" of the CBU Rules, Regulations and Standards of Service.

Thank you,
Vic Kelson
Utilities Director