

## STORMWATER



Did you know that over 11,000 inlets and approximately 99 miles of pipes and ditches make up Bloomington's stormwater system?

How it works - Rainwater runs over the ground, enters storm drains, flows through pipes, and into streams. Note: The water is not filtered along the way; therefore, only rain should enter storm drains.

If you see something going into an inlet and you are worried about the effects on our local environment, give us a call on our 24 hour number at 812-339-1444.

You can also help by adopting a storm drain in your neighborhood, and helping to keep it clear of debris.



More information about this volunteer program is available here: [bton.in/1-CE7](http://bton.in/1-CE7).



### Customer Relations 812-349-3930

600 E Miller Dr  
Bloomington, IN 47401

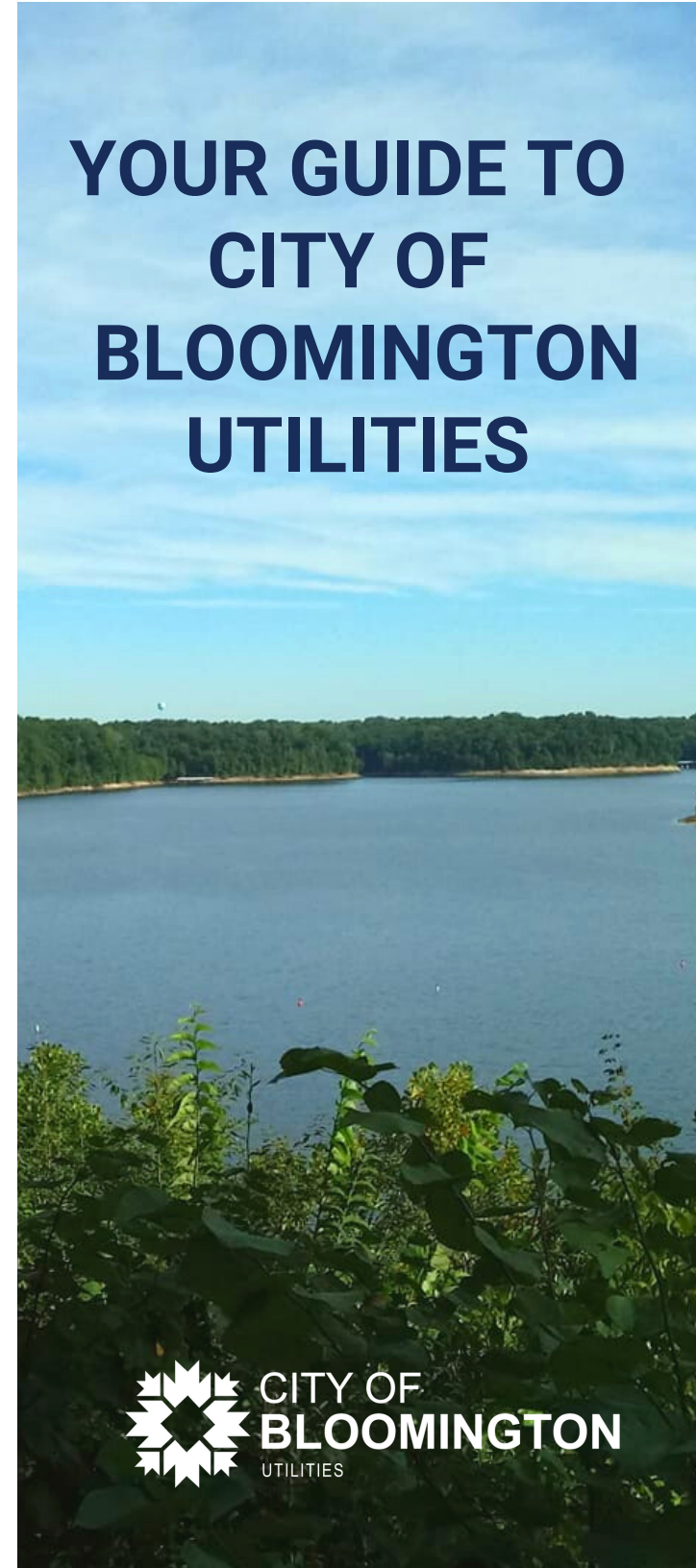
Office hours:  
8:00am to 5:00pm M-F

24/7 help is available by  
calling 812-339-1444

[bloomington.in.gov/utilities](http://bloomington.in.gov/utilities)  
[facebook.com/BloomingtonCBU](https://facebook.com/BloomingtonCBU)



# YOUR GUIDE TO CITY OF BLOOMINGTON UTILITIES



## CBU IS YOUR WATER SOURCE

City of Bloomington Utilities (CBU) is responsible for:

- treatment and distribution of water,
- collection and treatment of wastewater, and
- channeling of stormwater

The operations consist of the Service Center, the Monroe Water Treatment Plant, the Blucher Poole Wastewater Treatment Plant, and the Dillman Road Wastewater Treatment Plant.

The water utility maintains an average flow of around 14 million gallons per day through more than 400 miles of water distribution piping, six water booster pump stations, and eight water storage tanks.

Water CBU treats from Lake Monroe serves all of Monroe County and parts of Brown County (about 120,000 people) through their own system, IU, and 9 wholesale customers. The sewer utility serves approximately 20,300 customers with an average daily flow of about 16 million gallons per day through more than 320 miles of pipe, and 39 lift stations.

## CONNECTING SERVICE



To sign up for water and/or sewer service click the QR code above.

At least 24 hours before you want service to start:

- Click “Sign up for Water and Sewer Service”.
- Complete the online form.
- You will need to attach a photo or scan of an ID, such as a driver’s license.
- You can elect to get your bill in the mail, as an email, or both.

## PAYING YOUR BILL



There are multiple ways to pay your bill, including electronic options. Scan the QR code above to:

- Create an online account through which you can pay your bill with a credit or debit card,
- Sign up for Aquapay, a service that allows you to have your monthly bill automatically deducted from a checking or savings account.
- View mail, phone, and in-person options.

## PAYING FOR SANITATION SERVICE

The Sanitation service fee for your trash cart will be included in your monthly Utility bill. Cost depends on the size of the cart you choose. If your new home does not already have trash and recycling carts, please call Sanitation at 812-349-3443

## EMERGENCY ALERTS

The best way to get alerted about emergency work that CBU is doing is to sign up for the “Resident Alert” at [co.monroe.in.us](https://co.monroe.in.us). The system will call, email, and/or text each affected customer in the case of boil water advisories. We also post information to our website [bloomington.in.gov/utilities](https://bloomington.in.gov/utilities), post to CBU's Facebook/Twitter and the City's Nextdoor, issue a press release to the local media, such as newspapers, tv, radio stations, etc, and the field crew has street signs.

## SEE YOUR WATER USAGE & SET UP LEAK ALERTS

