

Welcome to Advance

Town Hall/Utility Office hours are: 8:00 am – 12:00 pm and 1:00 pm – 3:30 pm Monday, 8:00 am – 12:00 pm and 1:00 pm – 4:30 pm on Tuesday, Thursday and Friday. The office is closed on Wednesday. We observe and are closed on all of the customary government holidays.

Deposits

Homeowners will pay a \$150 deposit (\$75 water/\$75 electric) prior to utilities being put in your name.

Renters will pay a \$475 deposit (\$150 water/\$150 sewer/\$175 electric) prior to having utilities being put in your name.

If your property requires only one of the utilities, you will only be responsible for that portion of the deposit. **We also require a copy of your valid driver's license and a PO Box be obtained prior to completion of paperwork.**

Policies

Utility meters are typically read the last business day of the month. Bills are sent out no later than the 10th of each month and all payments are due on or before the 20th of the same month.

For your convenience, payments may be mailed or put in the drop box located in the door of the town hall: the drop box is checked each morning and throughout the day. We accept checks, cash, money orders and credit cards as methods of payment. There is a 3% processing fee added to credit card purchases. Credit card payments are accepted online by visiting www.townofadvance.com and clicking on "Pay Now" on the home page. We provide a receipt if you bring your payment in the Town Hall during business hours.

Penalties in the amount of 10% of your bill are assessed on the first working day after the 20th of the month. Payments that are in the drop box that morning at the opening of business will be applied immediately and no penalty will be assessed. Payments received by mail that morning are also applied immediately. Pre-dating a check for a date prior to the 20th will not eliminate the late fee, as we apply payment by the date received, not the date on the check. Sorry, but we cannot credit back penalties except under the guidelines of the Indiana State Board of Accounts

Our policy for checks returned for non-sufficient funds (NSF) is as follows: you will be notified via letter that your check was returned to us unpaid. Failure to take care of the matter by the date highlighted on the letter will result in the disconnection of services at 10:00 a.m. on that day. There will be a \$35 fee added to any amount due for NSF. If you have two NSF checks in any

six-month period, your account will become CASH ONLY and will require payment in cash or money order for the next 6 months.

Any time utilities are disconnected for non-payment, including NSF checks, there will be a \$52 reconnect fee added, for each utility, to the amount due and payable prior to reconnection of service during regular business hours. If payment and reconnection occurs after office hours, the reconnect fee will be \$200.

Please Note: Utility Regulations require this office to remain open for 1 hour following a disconnection and 2 hours the morning following the disconnection. Payment will not be accepted after the close of business and utility personnel will not return to work to reconnect service. Your service will remain disconnected until the next business day and payment has been collected in full including any penalties and fees.

Persons with medical conditions: If there is a medical reason why you must have water and electric services, you must contact our office immediately. There is a form to be filled out, signed by your doctor, and kept on file with the utilities. In event of a scheduled outage, we will notify you so that you can take necessary measures.

The Town provides trash service. The cost of the service is added to the monthly utility bill. There is a 6 bag maximum per household, and pick-up day is Wednesday mornings. Trash needs to be set out by 7 AM on Wednesday.

Additional information on services to the town:

CenturyLink: (phone, internet) 1-866-904-1817

Ilines: (Internet provided by Lebanon Utilities) 765-482-8881

Viasat: (Internet) 855-627-1473 www.viasatoffers.com

DirectTV and Dish Network are the two satellite companies that have service in the Town.

Town Council

The Town Council holds meetings on the 2nd Monday of each month at 7:00 p.m. The public is welcome and encouraged to attend the meetings. Current board members are: Melody Fry, Jim Caldwell, Dale “Spanky” Thompson, and Amanda Lyles.

The current Clerk Treasurer is Shari Johnson (advancect@townofadvance.com) and the Deputy Clerk is Carla Kellogg (ckellog@townofadvance.com): They can be reached at 765-676-6611 with any questions.

Thank you,

Advance Town Council