Volume 4, Issue 4

Newsletter Date 04/01/2019

Dates to Remember:

- <u>April 6th</u> 10:00AM Park Cleanup Day (Rain Date **April 13th**) Lunch provided
- April 21st Easter Sunday
- April 22nd Hydrant Flushing
- <u>April 27th</u> Heavy Trash Pick-up Day
- <u>April 27th</u> Boone County Household Hazardous Waste Collection



New After Hours Utility Emergency Phone Procedure:

We will no longer be using a separate phone for after hours utility emergencies. Simply call the office phone number after hours and you will be automatically redirected to a Town Representative. Please do not call this number for billing questions or concerns. The Representative you are directed to will not have access to your account or billing information.

Town of Advance P O Box 67 112 N. Main Street Advance, IN 46102

Phone: 765-676-6611 Fax: 765-676-6696

This institution is an equal opportunity provider and employer.

Town Business

Code Enforcement:

Town Code violation letters have started going out. These violations may include, but are not limited to:

- ♦ Junk/Clutter/Trash
- Abandoned/junk vehicles
- ♦ Rank weeds/vegetation

It is our hope that many will use heavy trash day, **April 27th**, as an excellent opportunity to help correct these issues at no additional cost to you.

Information on do's/don'ts, accepted items, and fliers for the Boone County Hazardous Household Waste Collection event can be obtained in the Utility Office or requested by email.

Tags:

Golf Cart Tags - \$30.00

Pet Tags**-\$5.00/each, maximum charge-\$15.00 per household **Each year we need to ma

**Each year we need to make sure we have an up to date shot record and photo on file for each pet.

<u>Town Council Meetings:</u> Location:

Advance Fire Station <u>Time:</u> 7:00 pm

- April 8th
- May 13th
- June 10

If you are unable to attend the Town Council Meetings, all meeting minutes can be found online at

www.townofadvance.com

If additional meetings are scheduled, notices will be

posted in the Post Office, the Clerk-Treasurer's Office, the fire station, as well as on the website and in the Lebanon Reporter.

Hydrant Flushing:

Currently, we are scheduled to have all of the hydrants flushed on Monday, April 22nd. Please keep in mind that it is possible that the hydrant flushing may cause a drop in water pressure during this time. Do not be alarmed, this is normal and should correct itself rather quickly.

Remember that not getting what you want is sometimes a wonderful stroke of luck.

- Dalai Lama

Clerk-Treasurer's Desk

Bill Payment & Assistance:

Many of us have been through some kind of financial difficulty at some point. We completely understand, and support, the need to seek assistance in paying your utility bill. We keep a list in the office of the most likely places that can offer you assistance. With that in mind, please do not wait until shut-off day to try and find help paying your bill. If you wait that long we cannot

guarantee that you will avoid interruption of service.

Billing Issues/Concerns:

If there is a billing issue/concern, please do not call the emergency phone. They have no access to your account information/billing history and will just direct you to call the office.

If it is after hours and you do not want to leave a phone message, you can send an email to either of us in the office. The addresses are always located at the bottom of the newsletter. We check and answer our email and phone messages first thing every day.

Please do not use social media for this purpose. We cannot address work related issues that we receive via this method. Also, please do not text or call our personal phones for billing concerns. We will not have access to your account information.