



USEFUL INFORMATION FOR NEW MUNSTER RESIDENTS

ELECTRONIC PAYMENT OPTIONS FOR PAYING YOUR WATER UTILITY BILL

Electronic banking is a modern, cost-efficient method of paying routine bills. We want to help make it easy for you to take advantage of the available technology, and ensure that your water utility account is properly credited on time.

AUTOMATED CLEARING HOUSE—ACH MONTHLY AUTO PAY

Why not consider paying your water bill using Automated Clearing House (ACH)? After the initial one-month setup, your payment will be automatically withdrawn from your bank account each month on the due date. You will continue to receive a statement detailing the monthly charges, but you will no longer have to initiate individual monthly payments or worry about mail time or penalties. Simply complete the form given to you when you signed up for water service (also available on our website) and return it to our office with a voided check. Please refer any questions to the Water Department at 836-6948 or 836-6949.

ONLINE PAYMENTS

You do have the option to pay your Utility Bill online. You may go to our website (www.munster.org) and choose the option PAY UTILITY BILL. You will enter your account number and the HOUSE NUMBER of your address (not the street name). You may pay by Visa, Master Card or Discover. You can also see a copy of your bill there. It is NOT an exact copy, but it will look very similar.

ONLINE BILL PAY THROUGH YOUR BANK

Please be aware that when you use your bank's online bill pay feature, the bank is mailing us an actual check, it is not electronic. When you use that service, PLEASE be sure to allow EXTRA time for us to receive the check in our office by the due date. If your bill is received in our office after the due date, it will be considered late and penalties will be assessed. It has taken as long as 14 days for mail to reach us. We always suggest ACH as a wonderful alternative to online bill pay. See the details under AUTOMATED CLEARING HOUSE above.

PAYMENT BOX IN PARKING LOT

There is a red metal box in the Town Hall parking lot. It is for depositing water utility bill payments, Parks & Recreation Department program applications, and any other communications with the Town of Munster. We empty this box each day. You may drop your payment in this box on the due date without penalty. *Please label your envelope.*

WATER BILLING INFORMATION

We read meters the middle of each month. The meters are read by radio frequency. Occasionally the equipment needs to be replaced or repaired. We will call or send a note to you if this becomes necessary. The bills are calculated toward the end of the month and sent to our customers at the beginning of each month. They are due on the 20th of the month, unless that is a weekend or Town Recognized holiday, then they are due the following business day.

If you have any questions that are not answered by the information found on the back of your water bill, please call the Water Billing Department at 836-6948 or 836-6949.

NEWS YOU CAN USE NEWSLETTER

Be sure to read the newsletter that comes with your water bill each month. If there are changes to procedures or information we want to communicate to the citizens of Munster, we will publish such information in the **News You Can Use**. Please stay informed.

RETURN ENVELOPES

As tempting as it may be to use the water bill return envelope for other mail, it is to your benefit not to do so. They are coded to be delivered to the Town Hall. Automated mail systems will often return these to us, even when addressed elsewhere.

LEAKS?

It is hard to believe how much water is used by something as simple as a leaky toilet. This is the most common issue we find when someone's usage increases. You can't always hear the leak if it is simply a bad seal. If you would like to check yours, put some food coloring in the tank of the toilet. Don't flush for about 30 minutes and then check the bowl. If there is any color in the bowl, you have a bad seal. Simple fix and it can save you \$\$\$!

HAVING A GARAGE SALE?

If you are planning to have a garage sale, remember to apply for a "no fee" permit in the Clerk-Treasurer's Office at the Munster Town Hall. Two, three-day garage sales are allowed each year. One sign announcing a private garage sale is allowed only where the sale is being held. **Signs are not allowed on utility poles, in parkways or any public place within the town.**

HOUSE NUMBER SIZE

In order for emergency vehicles to respond quickly to calls, please display house numbers in a position easily observed and readable from the public right-of-way. According to Munster Code, Sec. 26:1203, all numbers should be at least three inches high and be a contrasting color from the background.

SNOW REMOVAL PARKING REMINDER

The Munster Police Department would like to remind citizens that Town Ordinance restricts parking on streets for snow removal purposes.

Whenever there is a snowfall of two inches or more, **all vehicles parked on the street must be removed.** Exceptions to this ordinance are the streets bordering but not including Manor, Hohman, and Ridge Road. These streets are posted regarding alternative site parking for snow removal. Citizens in these areas should familiarize themselves with this signage. Violations of the snow removal ordinance may result in citations and/or removal of the vehicle at the owner's expense. We ask for your cooperation in this matter to ensure our streets are properly maintained and aid our efforts in promoting public health and safety.

BE A RESPONSIBLE PET OWNER

When taking your dog for a walk or letting your cat run out the door, remember Munster's animal ordinance.

- Dogs and cats cannot run loose. Pets must be leashed or under your control at all times when off of your property.
- Pet owners are responsible for cleaning up after their pets, whether on private property or on public walks, and in parks or recreation areas.

Also, don't forget to license your dog and/or cat. Munster Town Code requires that all animals over the age of three months be licensed with the Town. To license your animal, bring a copy of the animal's current rabies vaccination certificate to the Clerk-Treasurer's Office. The fee is \$10 per animal. If you have any questions, contact the Clerk-Treasurer's Office at 836-6940.

ANIMAL QUESTIONS?

ANIMAL COMPLAINTS

If you have an animal complaint (nuisance complaints - non-emergency) such as barking dogs, animal depositing waste in neighboring yards, neighbor letting dog run loose, etc., your calls should be directed to Community Service Officer Joe Newton at 836-6659. If you have a complaint during his off hours, contact the Police Department at 836-6650 or 911 after 4pm and an officer will respond to verify and document the violation. The information will then be forwarded to Mr. Shelton for a follow-up investigation.

DEAD ANIMALS ON PRIVATE PROPERTY

Contact an animal removal service for pick-up. The Community Service Officer and the Humane Society do not pick up dead animals on private property.

INJURED/WOUNDED OR TRAPPED ANIMALS

The Community Service Officer will not handle these calls. This is the responsibility of the resident. You may contact Josh Groen at Groen's Wildlife Service: 219-678-2816.

LIMIT ON NUMBER OF ANIMALS

Munster Town Code states residents are allowed to license three animals at one house.

LOST ANIMALS

Residents should call the Police Department at 836-6650. They will take the information about your lost domestic animal and log the information into our lost animal book. If and when your animal is located, the dispatcher will notify you.

POOPER SCOOPER ORDINANCE

Munster Town Code states that the owner of every animal shall be responsible for the removal of any excretion deposited by his/her animal on public walks, recreation areas, or private property.

If you have any questions, contact CSO Joe Newton at 836-6659 or by e-mail at jnewton@munster.org.

PARKS AND RECREATION

Be sure to check out the many Parks and Recreation programs, events and facilities. There is a golf course, dog park and swimming pool as well as many other parks and facilities. The Park's office is located at the Town Hall and their current brochure is available on our website www.munster.org. Call the Parks and Recreation office for questions at 836-7275.

WELCOME!