

Welcome to the Village of Arcanum!

Office: 692-8500

Fax: 692-5163



Some information as you settle into your new residence...

All utility billing statements are mailed out on or before the last day of the month, so that you may receive them the first day of the month for which they are due. (Example: July 1st billing statements are mailed out no later than June 30th.)

All electric, water, sewer, storm sewer, and refuse payments must be paid in person at the Village utility office by 4:30 pm on the fifteenth (15th) day of the month, or by placing in the night depository before the opening of business on the sixteenth (16th) day of the month to be considered current. Any payments received after the opening of business (8:00 am) on the 16th will be considered late and a 10% late fee will be assessed. Should the fifteenth (15th) day of any given month fall on a weekend or holiday, payments will be accepted from the night depository box until the opening of business (8:00 am) the first business day following the holiday/weekend (if payment is received by mail on the first day business day following the holiday/weekend it will be considered current). **Payments made on N-Court (online payment website) will be considered current if received by 7:59 am on the sixteenth (16th) day of the month.**

The entire balance on utility accounts (including any late fees, if applicable) must be paid in person at the Village utility office by 4:30 pm on the twenty-second (22nd) day of the month, or by placing the payment in the night depository prior to the opening of business (8:00 am) on the twenty-third (23rd) day of the month. If an unpaid balance remains on the account on the said date termination will take place on the twenty-third (23rd) day of the month. Should the twenty-third (23rd) fall on a weekend or a holiday, termination will take place on the first business day following the holiday/weekend. **Payments made on N-Court (online payment website) will be considered current if received by 7:59 am on the twenty-fourth (24th) day of the month.** These termination terms will appear on the utility billing statements and no further letter and/or notification will be sent prior to termination of the utility. A \$50.00 administrative fee will be assessed to any customer who fails to make payment in accordance with the terms outlined herein. After hours reconnect charge is \$100.00/trip.

Payment options: If you have online banking with your financial institution, you may request an electronic payment through your bank (allow 5-7 days). You may also submit your payment via regular mail, pay in person at the office, or drop it into the after-hours depository drop at the front entrance of the Village offices. We accept personal checks, cash, money orders or credit/debit cards (online or by calling 855# only) for payment. Credit and Debit Cards are accepted on www.villageofarc anum.com or by calling 855-538-0425. (A convenience fee: \$4.95)

Office hours are Monday thru Friday, from 8:00 AM to 4:30 PM.

Electric Accounts

Electric meters are read on a monthly basis, typically around the middle of the month. Charges are based upon usage. There is an additional \$1.00 meter charge per month as well as a customer charge. (See rate tables attached.)

Water & Sewer Accounts

Water meters are also read on a monthly basis. They are now being read at the same time as the electric (around the middle of the month).

There are minimum water & sewer charges for the Village. The minimum monthly charge for water (up to 167 cubic feet of usage) is \$14.39. The minimum monthly charge for sewer is \$26.67 (for up to 167 cubic feet of usage). Additional charges include a monthly \$1.00 water meter surcharge, a residential storm sewer charge of \$1.00, and the Waste Water Treatment Plant Construction Charges: \$17.00 sewer debt reduction & \$5.00 operations and maintenance.

Garbage Accounts

The Village trash service is provided by Best Way. Weekly pick up is scheduled two days per week (all of George St and everything North of George Street will be collected on Tuesday, everything South of George Street will be picked up on Friday). It is recommended that you place your garbage at the curb the evening prior. You may contact Best Way (800-745-5714) for a trash container, or provide your own. Recycle bins are available at the Village Office. As of January 2017, regular residential service is \$16.30/month. Senior service (age 62 & over) is \$15.30/month. Commercial service is \$16.30/month. HOLIDAY SCHEDULE: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day (in week of holiday after holiday has fallen all trash will be one day late, if you normal pick up is Friday it will be picked up on Saturday)

Additional Services Provided to Village Residents... Complimentary brush & limb pick up runs from the spring through the fall. Simply place your limbs / brush in the grass at the curb and our street department will pick them up on the scheduled days each month. Pick up is typically on the second & fourth Thursday of the month from May thru October. We ask that you have all root balls & dirt removed, so that the items may be processed in the chipper. We also ask that items not be placed in the street. Leaf pick up is also included during the fall months. During the spring months, however, leaves should be bagged for pick up by Best Way.

Large Item / Clean-Up Days for trash are held in the Spring & Fall. The Village partners with Best Way in May & October for special disposal of large items. Acceptable items & dates are announced in the appropriate month's utility billing statements and/or newsletters.

Level billing can begin anytime throughout the year, so long as said customer meets all requirements set forth in the Village Level Billing Regulations. The catch up month is July every year. Current level billing customers will restart in August. Additional requirements and/or guideline information is available at the Utility Office in the City Building.

The Village Council is here on your behalf. Have a suggestion, concern, or complaint? Feel free to attend a council meeting, as the public is always welcome. Meetings are held on the second & last Tuesday of the month in the City Building at 7:00 pm.

A 3-part recycling dumpster is located behind Sutton's for use by Village Residents in addition to your recyclable bin.

Village Ordinance Information... Please be advised that there is an ordinance that prohibits the overnight parking of trailers, campers & boats on the street. If in a driveway or front yard, they are not allowed to be parked for more than 48 hours, unless granted by the Mayor.

After hours emergency call in for electrical or water issues: fee of \$100.00/trip to be billed to the customer.

Before the construction of a building, an addition, a pool, a fence, or concrete work, a building permit must be obtained so as to abide by Village zoning regulations. Please inquire at the City Building before beginning your project.

Before planting any trees in the green space between the sidewalk & curb area, please inquire at the City Building for restrictions and/or guidelines, as there is an ordinance pertaining to this. When cutting down an existing tree in this same green space, it is per Village ordinance that the stump must be ground to (1) inch below the ground level.

Prior to purchasing or setting up a pool, please visit the City Building to find out the necessary requirements before doing so, as certain regulations/ordinances must be followed.

There is also an ordinance that prohibits the storage of trash containers so that they are visible from the street. (Please place trash containers to the back of your residence or inside your garage until set out for pick up by Best Way.)

To Help Keep Our Community Clean... When walking your dog off your property, please be prepared to pick up after them by taking along a bag for their "personal business".

When mowing, please do not blow grass clippings into the street, as these may build up in the storm sewers and cause them to clog or flood.

www.villageofarcanum.com

The Village of Arcanum is an equal opportunity provider and employer.