



CITY UTILITIES

HERE TO SERVE YOU!

City Utilities Customer Relations Center
200 East Berry Street, Suite 130

Walk in services provided at the Center include bill payment/cashier services, payment arrangements, start, end or transfer utility service.

Customer Relations Center phone number
for issues related to your account, to pay your bill,
or to start, end or transfer service:

(260) 427-1234

Customer Relations Center hours
for walk-in or call-in services:

7:30 AM to 5:30 PM

Monday through Friday (except holidays)

Email us anytime at: CRC@cityoffortwayne.org

For your convenience, **payment drop boxes** are located inside the Wayne Street door to Citizens Square and a drive-up box is located in the 200 block of East Berry Street.

For drinking water, sewer or drainage service issues or emergencies – anytime, day or night – **please dial 311 or (260) 427-8311.**

If you are calling the 311 call center at night or on the weekend, please listen for the prompts that direct you to the department that can address your situation.

Please be a good neighbor!

Help Keep Sidewalks Safe When it Snows



Most people in Fort Wayne use sidewalks every day walking to work, school or shopping. We use sidewalks for exercise and to wait for buses. Sidewalks are a vital part of our transportation system. Without a wide clear path through the snow and ice it can be difficult for anyone to use the sidewalks safely. It can be especially difficult for children, senior citizens and people with disabilities. Please help the City keep sidewalks cleared of snow and ice this winter.

- ❄ Sidewalks should be cleared by 9:00 AM if snow has fallen overnight.
- ❄ Remove snow along all of the sidewalk adjacent to your property. If you live on a corner lot, you may have sidewalk on two sides.
- ❄ Pile the snow on your yard or the park strip.
- ❄ Please don't push the snow from your driveway or sidewalk into the street and don't cover crosswalks with snow.

Taking responsibility for your sidewalks helps to provide a safe, continuous path for pedestrians in your neighborhood and it is required by the Fort Wayne Municipal Code.

Did you know that Fort Wayne has a utility specifically dedicated to handling stormwater runoff?

The Stormwater Utility was created in 1991 to operate and maintain the facilities within the Fort Wayne City limits that manage rain water runoff and melting snow. Collecting stormwater is an important service that helps to protect all of our neighborhoods during rain fall events.



Here are answers to some common questions about **Q&A** Fort Wayne's Stormwater Utility:

Q What services does the Fort Wayne Stormwater Utility provide?

A Services from the City's Stormwater Utility include maintenance of existing public stormwater facilities, including above and below ground stormwater collection and conveyance systems (pipes, swales, roadside ditches, etc.). The Stormwater Utility will respond to and investigate drainage complaints and will work with neighborhoods on resolving chronic drainage issues. All drainage complaints are prioritized according to the City's accepted criteria including amount of property damage, impact to roads and streets, cost benefit ratio and other factors.

Q How are the services of the Stormwater Utility paid for?

A All properties within the Fort Wayne City limits that have impervious surface such as concrete, asphalt, stone, building rooftops, etc. that do not absorb water, are charged a stormwater fee. This includes residential properties and non-residential customers – for example, commercial, industrial and institutional properties, churches, schools, businesses and government buildings. All of the revenue from the Stormwater fee is reinvested into the operation, maintenance or extension of stormwater management facilities.

Frequently Asked Questions (continued)

Q Does everyone pay the same amount?

A All residential properties currently pay \$3.65 per month into the Stormwater Utility. Commercial, industrial and other types of property pay based on the amount of impervious (hard) surface on their property. Non-residential properties pay \$3.65 for every 2,500 square feet of impervious (hard) surface.

Q If I don't have a storm sewer in front of my house, why am I paying a fee to the Stormwater Utility?

A Every property with impervious (hard) surface area contributes to the stormwater runoff that the Fort Wayne Stormwater Utility must manage. Providing stormwater runoff management is part of what City Utilities does to protect public health and safety and is a vital part of street and road maintenance. So it is a public benefit that every property in the community benefits from and helps to support.

Q What does the Stormwater Utility do to protect the quality of our rivers?

A The pollutants in stormwater runoff can be a very serious environmental problem because they threaten the quality of our rivers, lakes and drinking water supplies. These pollutants can also threaten fish and other wildlife. The



Stormwater Utility cleans drainage inlets, looks for and works to eliminate illegal dumping and other sources of pollution going to the storm sewer system and conducts education and outreach programs to reduce sources of pollution. The Utility also works with contractors and developers to reduce erosion and to implement practices that keep dirt and sediments from running off construction sites. For homeowners, the Utility operates the Rain Garden program that encourages the construction of residential rain gardens to help collect stormwater and soak it into the ground.



CITY OF FORT WAYNE

Tom Henry
Mayor