

City Utilities Updates Online Payment Portal

In order to continue to offer customers the highest level of online security and enhanced options for online account management and bill payment, City Utilities has adopted a new online payment portal.

For online payment and account management services, please go to cityoffortwayne.org/utilities and click "Pay My Bill" on the right side of the screen. It's easy to make a payment using eCheck, or a credit or debit card.

Registering:

If you have used City Utilities' online services in the past, **you will need to re-register** at the new payment portal. This should only take a moment and may be done the first time you use the new site.

eBilling:

If you currently use the paperless eBilling service, you must re-enroll to continue receiving your monthly City Utilities bill notification in your email inbox. If you have not been using eBilling but would like to, you may enroll when you register as an online user.

AutoPay:

If you use City Utilities' convenient AutoPay service to have your bill paid directly from your checking or savings account (or applied to a credit or debit card) each month, you do not need to re-enroll. Your automatic bill payment will continue. If you are not an AutoPay customer but would like to use this time saving service or if you need to make changes to your AutoPay service, please contact the City Utilities Customer Relations Department by calling (260) 427-1234, between 7:30 AM and 5:30 PM, Monday through Friday. You may chat with a Customer Relations representative by using the "Chat" function on the www.cityoffortwayne.org/utilities website during regular business hours or you may request a callback. You may email Customer Relations at CRC@cityoffortwayne.org anytime and your email will be answered by the end of the next business day.

The Customer Relations Department is open from 7:30 AM – 5:30 PM, Monday – Friday (except holidays) to assist you.

City Utilities looks forward to finding new ways to provide top quality, efficient services for you.



CITY OF FORT WAYNE

Tom Henry
Mayor

UNWANTED MEDICATION COLLECTION

Friday, April 28, 2017
9:00 AM – 1:00 PM



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Bring medications (in their original bottles or packages) to locations for drop-off at these select Walgreen's Drug Stores:

- 5830 N. Clinton St.
- 6202 W. Jefferson Blvd.
- 6730 Bluffton Rd.
- 330 W. State Blvd.
- 907 Lincoln Hwy W (New Haven)
- 10170 Maysville Rd.
- 1701 E. Paulding Rd.
- 5435 E. Dupont Rd.
- 10211 Chestnut Plaza Drive (Chestnut Hills)
- 11932 Lima Rd.
- 10412 Coldwater Rd.
- 2410 N. Coliseum Blvd.
- 6201 Stellhorn Rd.
- 7950 W. Jefferson Blvd. (Lutheran Hospital)

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Ongoing collection sites (for pills only):

- Indiana State Police Post (5811 Ellison Rd.)
- Allen County Sheriff (Huntertown Town Hall)
- Fort Wayne Police (Rousseau Centre Building)
- New Haven Police (815 Lincoln Highway East)

For more information call 469-3036
or visit our website at www.agingihs.org



Water Leaks Can Run, But they Can't Hide!



You can be a water leak detective, finding and fixing water leaks during **Fix A Leak Week** March 20–26, 2017, and all year round!

A water leak as small as a pinhead can waste about 25,000 gallons of water a month. That could cost you an additional \$130 on your City Utilities bill. A constantly dripping faucet wastes about 15–20 gallons of water a day – water you pay for.

Many water leaks are easy to find and simple to fix. Here are some tips from City Utilities:

FINDING LEAKS

If you think you may have a leak listen for the sound of running water. If you hear a sound like a toilet running when no water is turned on, you may have a leak.

Check for small puddles around appliances that use water such as the dishwasher or washing machine. Also, a discolored or moist area on a wall or floor may indicate a leak if nothing has been spilled there.

If you think you may have a leaking toilet, place a drop of food coloring in the tank. Don't flush. Wait 15 minutes. If you see color in the toilet bowl, the toilet is leaking. (Be sure to flush immediately after completing this experiment to avoid staining your toilet bowl.)

Your water meter can help. Read your water meter. Don't run any water for several hours or overnight then read the meter again. If the meter dials have moved but you have not used any water, you probably have a leak.

FIXING LEAKS

Most meters also have a water use indicator.

This is usually a small red triangle that spins when water is going through the meter. If the indicator is spinning but you are not using any water, you may have a leak.

Faucets usually drip or leak because the washers inside are worn. Replacing the washers is relatively simple, but if you are not a do-it-yourself type, have the work done by someone who knows how. You may save the cost of the repair in just a few months of lower water bills.

The toilet is the most common water waster, but may be less obvious than a dripping faucet. There are two main areas where toilets typically leak: the overflow pipe or the plunger ball inside the tank. Toilets can usually be fixed with advice and parts from a home improvement or hardware store.

Check outside taps to see if they are running or dripping. If the tap is dripping, it may need to have washers replaced. During the winter, a drip or leak can cause the faucet to freeze and the pipe to burst. Be sure outdoor leaks are fixed before winter.

Check around your water heater to make sure it is not leaking. If you find water around the appliance the drain faucet at the bottom may be leaking or the top of the tank may have come unsealed. You may need a plumber to fix the tank or it could be time for a new water heater.

Broken pipes can be difficult to find, especially if they are in a crawl space or inside walls. If your house is on a concrete slab and you feel a warm spot on the floor, that could indicate a leak. Leaking pipes or joints typically require a plumber to fix.

For more information go to www.cityoffortwayne.org/waterleaks



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