

CUSTOMER INFORMATION

Payment information – Water Bills (bills are due on the 17th of the month regardless of holidays or the day of week the due date should fall on). Automatic withdrawal for payment is available, please ask for a form.

Payment of water bills can be made by the following ways:

1. By mail to: And-Tro Water Authority
 P O Box 603
 Tell City, IN 47586

(payment must be post marked on or before the 17th of the month to avoid late fee)

2. At office located at Gatchel, IN *
Hours: Monday thru Friday, 7:30 AM to 4:00 PM

*after hours drop box available at this location

3. **German American Bank** – Tell City locations only.
Payments at this location must be made by check or money order. Cash payments will only be accepted at the And-Tro Water office.

Please note that German American Bank stops taking payments on the 15th of the month. Please ask the bank employee if they have stopped taking payments for the month before leaving payment.

If using personal online banking, please allow 7 to 10 days for payment to reach our office.

3. **ACH- Automatic withdrawal from a checking or savings account (no fee for this service)**
You can obtain a form from the office. A voided check must be attached

4. **www.PaymentServiceNetwork.com - Online, credit card, or App (a fee will be charged for this service)**
Customers can pay from anywhere, seven days a week, 24 hours a day. To pay, they can log onto download the “PSN Payments” app from the App Store or Google Play or call toll-free (877-885-7968) to an automated phone payment service. Customers can make a credit card, debit card, checking or savings account payment. They can make an immediate payment, schedule a payment or set up Auto-Pay and not have to worry about making a payment for each bill. And-Tro’s payment processor charges a convenience fee of \$1.00 for check/savings payments and 2.75% (plus 50¢ if under \$100) for credit/debit card payments.

Past due payments cannot be made at the bank.

\$50.00 collection fee will be charged for any trip to the customer’s premises to collect a delinquent bill.

\$100.00 fee will be charged to re-establish service on non-payment disconnects.

\$25.00 fee for a returned check or ACH. Two returned items in a 12-month period will restrict the account to cash or money order payments.

Please notify us of any address change or phone number changes as soon as possible.

Please do not obstruct And-Tro’s access to the water meter (example - planting flower beds surrounding the meter, putting objects on top of the meter lid, planting trees and shrubs to close to meter, etc.). Thank you.