



Telephone Contact Number

Be sure the Utility Office has your correct telephone contact number in case we need to contact you.

Burning within the city limits is not permitted except as provided by City ordinance.

You can only burn leaves and then only during the months of October and November and with restrictions. No other burning, including fire pits, is permitted within the city limits. City Code of Ordinances 93.04. Go to City website at www.cityofnewcastle.net. Then go to Government/City Council/City Codes On-line.

TRASH TOTERS

Toters are assigned to specific properties and should remain with those properties until the City reassigns them. Extra toters, beyond those provided by City ordinance, are subject to additional monthly charges. Please contact the Sanitation Department at 521-6831 to have extra toters picked up so you are not charged.

Please be sure individual toters have 3 feet of clearance all around for pickup by the truck arms. This includes clearance from another toter. Toters must be at street level, preferably on street edge or outer sidewalk area. Extremely heavy items in the toters are not permitted and items in toters should not be tightly packed inside where they will not empty appropriately. Trash should be bagged before putting into toters and lids should be closed with nothing sticking out of the top that could catch on the truck. City ordinance requires toters be removed from the collection site after collection.

HEAVY TRASH, LEAVES AND LIMBS

Contact the Sanitation Department 521-6831 for pick up of heavy or bulk trash (mattresses, etc) and bagged leaves and bundled limbs (not to exceed 3 feet in length). Loose leaves and non-bundled limbs will not be picked up. Important: Rental move-out items must be disposed of by the property owner. Heavy trash placed at curbside in opposition to City ordinance will be considered litter and may be cited by the City. Chapter 95, the City's Garbage, Trash and Refuse ordinance, and Chapter 97, Nuisances, may be found at the City's website.

Moving or terminating service?

If you are planning on moving and have City of New Castle utilities (water, sewer, trash, etc.), be sure to contact the Utility Office at 521-6820 to finalize your existing account as soon as possible. This will stop the billing for these services. After the water meter reading you will receive a final bill which needs to be paid to finalize your account with the Utilities Department. The property owner is still responsible for the monthly stormwater fee even though other services are discontinued.

ESTIMATED BILLS

While winter gives us no choice but to estimate water usage at times, please know that once we get an actual reading your bill is adjusted accordingly.

Utility Office Hours

The Utility Office is now open to the public from 9 a.m. – 3 p.m. Monday through Friday, adding additional open hours on Wednesday afternoon to serve customers.

WATER LEAKS

Water leaks can be very costly! Be sure leaks are repaired immediately. Utility customers are responsible for water usage and leaks from the street to their property.

ON LINE BILL VIEW AND NEW PAYMENT OPTION

You can view or pay your utility bill online by going to the New Castle website- www.cityofnewcastle.net and under Quick Links select either "View Your Utility Service Bill" or "Pay for Your Utility Service." The ability to pay online by credit or debit card is a new feature and is in response to customer requests. A convenience fee charged by the credit card processor will apply. The City does not receive this fee.