

CITY OF
CHARLESTOWN

EST. 1808

Dr. Treva Hodges, Ph. D.
MAYOR

FOR IMMEDIATE RELEASE

The City of Charlestown, Indiana American Water, suspend sewer shut offs

Charlestown, Indiana - March 26th, 2020 - Mayor Treva Hodges of the City of Charlestown issued Executive Order 2020-EO-2 to temporarily suspend sewer and sanitation shut offs and waive late fees on the utilities for the citizens of Charlestown.

The decision was made in conjunction with the city's water supplier, Indiana American Water (IAW) and at the recommendation of the city's Clerk Treasurer, Donna Coomer, in order to adequately supply proper hygiene and healthcare measures during the COVID-19 emergency.

The Charlestown Utility Business Office front counter is closed to the public. All sewer and sanitation payments will still be accepted and posted to customer accounts. For convenience, customers can mail payments as usual, deposit payment into the drop box to the left of City Hall's front door entrance (cash payments accepted in drop box at customer's discretion), pay online via the [link on the city's website](#), or set up an account to pay online at doxo.com where all convenience fees are currently waived by the company.

According to the Executive Order, The Charlestown Utility Business Office is currently waiving all late charges. Shut offs for non-payment will be discontinued until the end of April. Customers may contact the billing office by calling (812) 256-3422 and select option 1 to leave a message for the clerks or they may email the billing office at utilitybilling@cityofcharlestown.com.

Clerk Treasurer, Donna Coomer, stated, "Many of these changes are significant to what this community is used to, but it's important for residents to know that we will continue to provide the same services at the same level of care. If you need anything, don't hesitate to contact me through email at donna.coomer@cityofcharlestown.com."

The City of Charlestown has taken these precautions to help limit the spread of the virus and to mitigate risks for community members while continuing to ensure performance of essential services.

"This order is another step toward helping our community through our current emergency situation," said Mayor Hodges. "Donna and her entire team have been integral partners in helping to keep essential city services functioning during the crisis, and issuing this order on her recommendation shows that all branches of Charlestown government are dedicated to doing what's best for our citizens."

The City of Charlestown has other services in place to support the community during this time. If you or a loved one or neighbor is a member of a high-risk category and you have no other relative, friend, or neighbor who can provide assistance, you are encouraged to enroll in the city's Outreach Assistance Program at <http://www.cityofcharlestown.com/aop>

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