



**Water & Sewer Utility Business Office  
CITY OF GOSHEN**

P.O. Box 238 • 203 South Fifth Street • Goshen, IN 46528-0238

Phone (574) 533-9399 • Fax (574) 533-6961 • TDD (574) 534-3185  
watersewer@goshencity.com • www.goshenindiana.org

**Are you new to the Goshen area and need water service? We can help! It just takes a visit to our office located at 203 S. 5<sup>th</sup> Street in order to complete the process. See below for additional instructions.**

**Signing up/Transferring Service**

Goshen Utilities requires:

- Lease Agreement (if renting)
- Two (2) forms of Identification (Government issued picture ID required)
- Last 4 digits of your Social Security number
- Deposit (see Deposits section below)

If **any** person stated on the lease/settlement statement has an outstanding debt in the Utility system, those debts will be required to be **paid in full** before new service is established.

**Deposits**

A deposit of \$80.00 for residential customers is required at the time of service sign up.

If the water has been shut off by the previous tenant/owner an additional \$30.00 reconnection fee will be charged at the time of service sign up.

Your deposit will stay on your account until your account is closed. Once your account is closed we will apply your deposit against your final bill. If there are remaining funds after the final bill has been paid in full a refund check will be sent to you.

Commercial Customers should call the Water and Sewer Utility Business Office to determine the cost of deposit at that time.

**Payment Options**

We accept the following forms of payment. Cash, Check, Money Order, Credit/Debit Card. Use of a Credit/Debit card will involve a 3% convenience fee and a picture ID.

We also offer an EZ Pay Program. By completing a simple application, residents can have their monthly water/sewer bill automatically deducted from their checking or savings account. To receive an application, visit our website or pick one up when visiting the Utility office. There is no charge for this service.

For your convenience we also offer a 24-hour payment drop box. It is located just south of the Utilities office in the alley behind the Police Department. **PLEASE DO NOT DEPOSIT CASH IN THIS BOX.** Payments in the box before 8:00 a.m. Monday through Friday, will be posted the same day.