



601 Avenue A
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www.springfieldmich.com
Open Monday thru Thursday 7:00 am to 6:00 pm (closed Fridays)

Utility Billing Frequently Asked Questions

If you have a question about your utility bill this is a great place to get answers to some of our most commonly asked questions. If you can't find the answer you're looking for here feel free to call or stop by our office.

How often am I billed for utilities?

Residential Utilities are billed every two months.

Commercial Utilities (including apartment and townhome residents) are billed every month.

Do any residents qualify for service discounts?

Senior citizens (65 and over) and residents with disabilities qualify for a discounted garbage service rate. Residents must provide proof of age (valid Michigan ID) or a doctor's recommendation for disabilities; **the person must be the listed on the account to receive the discount.**

Where can I find forms?

Forms for new residents, final bill requests, temporary discontinuations and payment agreements can be found on our webpage or come into the City offices to get started.

What happens if I receive a shut off notice?

The shut off date is the date the water will be turned off. If no arrangements have been made prior to the shut off date the service will be discontinued without further notice.

If I cannot afford to pay the total amount of my water bill can I arrange to pay it off?

Yes, **payment arrangements must be made prior to the shut off date.** Half the total amount due must be paid the day the agreement is made with the balance due two weeks after **the day before the shut off date.**

My water has been shut off, now what should I do?

The full past due amount and the turn on fee (see fee schedule) must be paid to have water service restored. Payments received after 3 pm will restore water service on the next business day unless an overtime fee of \$150.00 is paid. Please contact our office at (269) 965-8014 for the amount that must be paid to restore service.

When does yard waste pick-up end?

As a general rule yard waste pick-up begins the first Monday in April and ends the last Monday in November.

What will Waste Management take or not take?

Your curbside unlimited pick-up includes everything except car parts, hazardous materials (wet paints, oils, etc.) and construction materials.

How big can my garbage toter be?

32 gal. is the maximum size for garbage toters, (yard waste and recycling bins are provided by WM).

What is the summer sewer average?

Sewer billed is based on water usage, because water usage can be elevated in the summer months billing cycles,(July thru September) sewer charges are capped and based on the average usage during the months of November through April.

When is my garbage and yard waste pick-up day?

Waste Management provides residential garbage and yard waste pick-up every Monday for the City of Springfield. Unless Monday falls on a major holiday then garbage will be picked up on Tuesday.

When is my recycling pick-up day?

North of Dickman RD and West of Helmer RD: First and Third Mondays

North of Dickman RD and East of Helmer RD: Second and Fourth Mondays

South of Dickman RD and East of Helmer RD: First and Third Mondays

No recycling pick-up on fifth Mondays.