



601 Avenue A
Springfield, MI 49037-7774
Phone: (269) 965-8014 Fax: (269) 965-0114
www.springfieldmich.com
Open Monday thru Thursday 7:00 am to 6:00 pm (closed Friday)

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.

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 November) sewer charges are capped and based on the average usage during the months of June through October.

Where can I find forms?

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

What happens if I receive a shut off notice?

All delinquent accounts must be paid **on or before 5pm the day BEFORE** shut off day. After 5pm a \$45 delinquent fee will be added to the account. On shut off day a door knocker will be posted and water service will be disconnected without further notice unless the delinquent bill and delinquent fee have been paid. Payment agreements must be made **on or before 5pm the day BEFORE** shut off day. Half of the total amount due must be paid the day the agreement is made with the balance due two weeks after the shut off day.

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

The full past due amount and the delinquent fee of \$45 must be paid to have water service restored. Payments received after 3pm will have water service restored 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 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 putting your garbage out the night before is recommended. If Monday falls on a major holiday then garbage will be picked up on Tuesday.

When does yard waste pick-up begin and end?

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

How big can my garbage toter be?

32 gallons is the maximum size for garbage toters if you are going to purchase your own, 96 gallon containers may be rented from Waste Management for an additional fee (yard waste and recycling bins are included in your utility service).

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. Mattresses and box springs **must be wrapped in plastic** or Waste Management will not take them. Please contact the utility billing department in advance to report any large item pick-ups

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.