

Visit the City of Fishers website at fishersin.gov



Welcome to Fishers, Indiana – a Smart, Vibrant, and Entrepreneurial City.

Our dynamic city is not only one of Indiana's fastest-growing communities but also a national standout in livability, safety, and entrepreneurial spirit. See for yourself how Fishers is shaping a future where neighborhood development, business support, and smart city initiatives blend seamlessly.

What are you looking for?



Hover over “Services & Resources” and then select “Fishers Utilities”.

The screenshot shows the City of Fishers website interface. At the top, the navigation menu includes "Government", "Services & Resources", "Our City", "Do Business", and "How Do I...". The "Services & Resources" menu is open, displaying two columns of links:

- City Services**
 - Fishers Utilities** (circled in red)
 - Citywide Trash Services Contract
 - Pay Online
 - Fishers Connect
 - Permits
 - Residential Plot Plan Request
 - Zoning & Code Enforcement
 - Request a Birth Certificate
 - Request a Death Certificate
 - Food Grade Safety Dashboard
- Resident Resources**
 - New Residents
 - Accessibility & Accommodations
 - Fishers SmartPass
 - Fishers Community Center
 - Fishers Snow Fight
 - Field Status Map
 - Community Resources
 - Drive Fishers Weekly Updates
 - Homeowners Associations
 - GIS & Maps

At the bottom of the page, there is a "FEATURED SERVICES & RESOURCES" section with a link to "View All Services & Resources". A chatbot icon is visible in the bottom right corner with the text "Hi, how can I help?".

Click on “Pay Your Bill”



Welcome to Fishers Utilities

Fishers Utilities is dedicated to servicing Fishers residents' sewer and stormwater collection and treatment. Fishers Utilities is operated by the City of Fishers Department of Public Works' Water Quality Team.

NOTICE: The City is transitioning to the billing of *ONLY* deeded property owners for residential utility services. This change will impact non-owner occupied (rental) properties, in which the tenant is currently billed by the City for utility service, and HOAs/COAs that currently pay for utilities on behalf of residents.

Tenants & Non- Owner Occupied Properties: Between July 1st, 2024 and October 14th, 2024, the City will be transitioning all existing tenant & non owner occupied utility accounts to the deeded property owner's name. Residential utility accounts will no longer be able to be placed in the name of a tenant for a non-owner occupied property.

HOAs & COAs: Starting January 1, 2025, HOAs & COAs will no longer be able to pay utilities on behalf of residents within the HOA/COA . Rather, each individual deeded property owner within the HOA/COA will have an account and receive a monthly utility bill.



[Pay Your Bill](#)



[Start & Stop Requests](#)



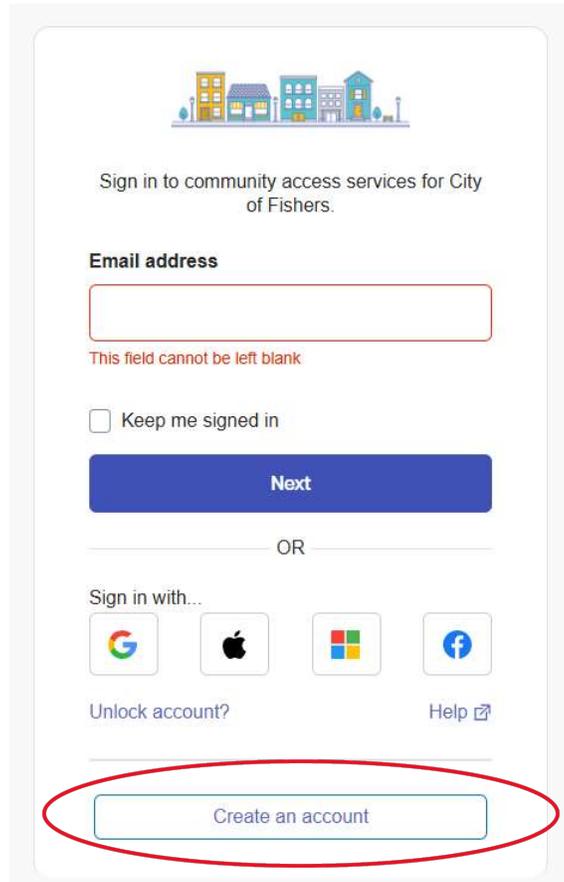
[Report a Non-Emergency Repair](#)

Click on “Log in”



At the bottom of the screen, click “Create an account”.

If you’ve previously created an account, log in with your email address and password. If you forgot your password. Click “forgot password” and check your email to reset your password. Then come back to this screen and log in.



Sign in to community access services for City of Fishers.

Email address

This field cannot be left blank

Keep me signed in

Next

OR

Sign in with...

Google Apple Microsoft Facebook

Unlock account? Help

Create an account

You know you’re in our portal if you see the green bar across the top of the screen once logged-in. On the left sidebar, select “Fishers Utilities”.



Then on the same left sidebar, select “Sewer/Trash & Stormwater”



IMPORTANT: Before entering your information in the boxes that pop up, be sure to click “Accounts” on the left sidebar. (Otherwise, you’ll only be able to see your payment history and not set up EFT).



After you click “Accounts” look for the blue hyperlink to the right side of the screen that says “Link to Account”.



Then you can enter your Account Number and Customer ID from your paper bill and click submit.

Sewer/Trash & Stormwater Account Link Setup

Linking Accounts

Fishers Utilities customers may link sewer and stormwater accounts to access account balances, payments, etc. Enter Account ID and your Customer ID found on your bill below to link your account(s).

What is the account number? *

What is the customer number? *

Submit **Cancel**

* indicates required field

To Set Up EFT (Electronic Funds Transfer) click the blue hyperlink at the top of the screen titled “Sign Up for EFT Automatic Payments”

Sewer/Trash & Stormwater Account Summary

[Sign Up for EFT Automatic Payments](#) | [Billing Preferences](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Bill Delivery Preference

Your Current Balance

Amount Due Now

Payment Due Date

About Your Payments

Bill	Sum of Payments	View Details
		Details

Customer Information

Name

Address

Customer ID

Ensure you have your bank routing number and account number on-hand. Start to type the routing number slowly in the Bank Name box and then when your bank pops up on the drop-down menu with the correct routing number, select it. Continue to complete the required fields and click “Continue”.

Sewer/Trash & Stormwater
Automatic EFT Payments

Fishers Utilities offers automatic EFT/ACH payment for customers with no convenience fee and guaranteed delivery. To sign up for automatic EFT/ACH payments, please complete the form below. You must enter YOUR phone number and YOUR email address in the section below where it asks for phone number and email address on bank statement.

You can locate your bank by name or routing number in the search box below.

If your bank routing number is not auto-completed in the "Bank Name" box below, please contact Fishers Utilities at 317-595-3140 or utilities@fishers.in.us for us to add your bank prior to signing up for EFT/ACH.

About automatic EFT/ACH:

- Automatic EFT/ACH payments are drafted 3 days before the bill due date. If the date falls on a weekend or holiday, the payment will be drafted on the next business day.
- The total amount of the bill due will be drafted each month.
- There are no transaction amount caps with EFT/ACH.

Service Address
Account Number

Bank name *
For auto-select, begin typing a bank name or routing number.

Bank routing number * (8 digits)

Confirm routing number *

Bank account number *

Confirm account number *

Bank account type *
 Checking Savings

Name on bank statement *

Phone number on bank statement *

Email address on bank statement *

* Indicates required values.

On the next screen, verify that all your bank details are correct and click “Submit”. Wait a moment and you should see a confirmation screen letting you know that you are enrolled in EFT and that:

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- The total amount of the bill due will be drafted each month.
- There are no transaction amount caps with EFT/ACH.

From here, you can log in at anytime to view your live account activity and history. For peace of mind, if you’d like to log in on the 14th of each month to confirm that your EFT worked and pulled the full amount due before the 15th due date, you’ll be able to see a line item confirming your payment was made.

If you have any questions along the way, please call 317-595-3140 or email utilities@fishers.in.us and include a phone number with your email so we can call you back and talk you through the steps in real-time when you are in front of your computer.