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New Evansville Water and Sewer Utility Website Offers an Improved, Efficient User Experience

EVANSVILLE, IND. – Evansville Water and Sewer Utility’s redesigned website – ewsu.com – offers a modernized user experience, making it easier for the Utility’s residential, commercial and industrial customers to find information and interact with the Utility efficiently. The thoughtfully designed mobile experience is an important element of the new website, as nearly half of the site’s visitors arrive using a mobile device.

Evansville Water and Sewer Utility customers will experience improvements right from the [home page](#), including quick links to the most frequently searched topics, like:

- [Ways to pay](#) your bill
- Access your [account](#)
- [Start, stop or transfer service](#)
- Schedule a [heavy trash pickup](#)
- What to do during a [boil advisory](#), and
- [Contact](#) the Utility

“Our customers expect a seamless online experience that’s in keeping with other services and utilities they interact with on a regular basis,” said Lane Young, executive director. “When they go to our site, it’s often to get something done – and quickly. This website was designed with those needs in mind.”

A major enhancement to the site is experienced through the online forms that enable the customer to request select services completely online without taking additional steps, like emailing attachments. The customer can even check the status of an application or request and communicate with customer service following a form submission.

The About Us section of the site offers information on [water and sewer projects](#) underway throughout the community, [job openings](#) and [internship](#) opportunities, as well as links to [live video streaming](#) of Utility board meetings.

A new section for Contractors & Developers was added to the website, making it easier for private developers to do business with the Utility through actions, such as requesting a water or sewer tap, applying for a temporary fire hydrant or requesting a new water meter.

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About EWSU

Evansville Water and Sewer Utility (EWSU) provides high-quality, safe and dependable water and sewer services to more than 63,000 customers in Vanderburgh County and parts of Gibson, Posey and Warrick counties. EWSU maintains 1,000 miles of water lines, 800 miles of sewer lines, more than 6,100 hydrants, seven water storage facilities, two wastewater treatment plants and one water filtration plant. The Utility also manages the City’s street sweeping and trash and recycling contracts. EWSU meets or exceeds all state and federal Safe Drinking Water Act standards while protecting land and water resources for future generations.