

# VCU INTRODUCES NEW LOCKBOX SERVICES FOR PROCESSING UTILITY BILL PAYMENTS EFFECTIVE JULY 5, 2017

The New Mailing Address for the Lockbox Service is shown on the lower right-hand corner of your bill:

Valparaiso City Utilities  
205 Billings St.  
Valparaiso, IN 46383  
(219) 462-6174  
www.valparaisoutilities.org

\*Printed by Valparaiso City Utilities, 2014\*


### Account Statement

Account Information

Account Number: [REDACTED]  
Service Address: [REDACTED]  
Service Period: 02/24/2017-05/24/2017  
Billing Date: 04/05/2017  
Due Date: 05/01/2017

Important Information

#### CONSUMPTION HISTORY



Meter	Previous	Current	Cubic Ft	Approx in Gal
57066885	18390	18810	420	3141

On Monday March 13, 2017, the City of Valparaiso's Common Council conducted a formal public hearing and adopted City Ordinance 7 - 2017 "An Ordinance Amending Stormwater Utility Rates". Please refer to the stormwater rate ordinance at [www.valparaisoutilities.org](http://www.valparaisoutilities.org) to view the newly adopted stormwater rates.

Billing Details

WATER	26.16
SEWAGE	36.96
TRASH	12.00
STORM WATER	11.50
WATER TAX	0.94

Total Current Amount \$67.56  
Last Payment Received 03/17/2017 \$87.06  
Previous Balance \$87.06  
Total Due if Paid By 05/01/2017 \$87.56  
Total Due if Paid After 05/01/2017 \$94.61

To pay by credit card or debit card call 219-462-6174 ext 1 or pay online at [www.valparaisoutilities.org](http://www.valparaisoutilities.org).

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205 Billings St.  
Valparaiso, IN 46383  
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Account Number: [REDACTED]  
Billing Date: 04/05/2017  
Due Date: 05/01/2017  
Total Due if Paid By 05/01/2017 \$87.56  
Total Due if Paid After 05/01/2017 \$94.61

Amount Enclosed

VALPARAISO CITY UTILITIES  
P. O. Box 1520  
South Bend, IN 46634

Valparaiso City Utilities  
205 Billings St.  
Valparaiso, IN 46383  
(219) 462-6174  
www.valparaisoutilities.org

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### Account Statement

Account Information

Account Number: [REDACTED]  
Service Address: [REDACTED]  
Service Period: 02/24/2017-05/24/2017  
Billing Date: 04/05/2017  
Due Date: 05/01/2017

Important Information

#### CONSUMPTION HISTORY



Meter	Previous	Current	Cubic Ft	Approx in Gal
57408534	87270	88000	730	5460

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Billing Details

WATER	36.01
SEWAGE	50.48
TRASH	12.00
STORM WATER	11.50
WATER TAX	1.62

Total Current Amount \$111.61  
Last Payment Received 03/20/2017 \$138.00  
Previous Balance \$258.15  
Total Due if Paid By 05/01/2017 \$243.76  
Total Due if Paid After 05/01/2017 \$252.45

**DISCONNECT NOTICE:**  
A portion of your account is in arrears. To avoid interruption of your service and additional fees, please pay past due amount before the disconnection date of **04/20/2017**. Please refer to our website or your Customer Service Handbook for your rights should your service be disconnected for non-payment.  
**Past Due Amount due by 04/20/17 is \$132.15.**

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Account Number: [REDACTED]  
Billing Date: 04/05/2017  
Due Date: 05/01/2017  
Total Due if Paid By 05/01/2017 \$111.61  
This amount does not include the Past Due Amount  
Past Due Amount due by 04/20/17 \$132.15

Amount Enclosed

VALPARAISO CITY UTILITIES  
P. O. Box 1520  
South Bend, IN 46634

**Valparaiso City Utilities  
PO Box 1520  
South Bend, IN 46634-1520**

The lockbox service, offered through 1<sup>st</sup> Source Bank, will process utility payment checks and will deposit the payments directly into VCU's bank. This will increase efficiency and the security of our check processing system. In addition, this gives us the ability to focus our attention more on customer service via the phone, drive up and in the office.

Lockbox services are designed to expedite the collection of paper-based payments and improve the internal controls of check processing by automating this process through an independent third-party processor (usually a bank).

Please include the remittance portion of your bill with your payment as the new mailing address is already printed on it. If you do not include your remittance portion, or if you use a banking BillPay service that excludes the remittance portion of your bill, you **MUST** include your Account Number on your check. Please forward all payments to the new mailing address as shown above.

For more information on the use of lockbox services, refer to these Best Practice links from the Government Finance Officers Association (GFOA):

<http://www.gfoa.org/payment-consolidation-services>

<http://www.gfoa.org/use-lockbox-services>

Please contact our Customer Service if we can be of service in any way at 219-462-6174 x 2 or email us at [vcucustomerservice@valpo.us](mailto:vcucustomerservice@valpo.us)

If you prefer the immediate assistance or attention of the Business Operations Manager, please contact Miranda Jefferson directly at extension 1310 or by email at [mjefferson@valpo.us](mailto:mjefferson@valpo.us)