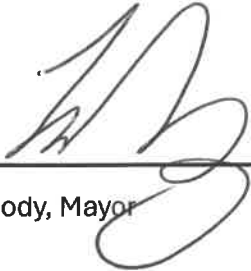


Approved by Board of Public Works 6/18/2024

Effective Date: 8/1/2024



Tom Dermody, Mayor



Jessica Romine, Member

LA PORTE CITY UTILITIES

Providing Outstanding Water and Sewer Services to the City of La Porte

We are pleased to have you as a customer and offer the following explanation of our service and billing procedures for your convenience.

Office Hours

Our office is located in the La Porte City Hall, 801 Michigan Avenue in downtown La Porte. It is open from 8:30am to 4:30pm Monday through Friday. A payment drop box is in front of City Hall. Our office phone number is (219) 362-3175. **For weekend, holiday, and night emergencies only** call the Water Department at (219) 326-9540 and the Wastewater Treatment Department (sewer) at (219) 362-2354.

Starting an Account

There are three steps to initiating service.

1. Complete a new service application online or at the Utility Department Offices.
2. Pay the service start fee of \$25.00 and a Deposit of \$75.00, which are split between Water and Sewer.
3. If your property is Commercial, you may need to schedule an appointment to turn on service and install the water meter. (You or your representative must be present at this time)

Water & Sewer Rates

For a breakdown of the most current rates please visit
https://library.municode.com/in/laporte/codes/code_of_ordinances

Monthly Billing

Water meters are read from the 15th day of each month to the 15th day of the following month. For the months of May through September we have a summer sewer discount so that the water used on lawns and gardens is exempted from Sewer charges. Sewer charges for this usage period are based upon the average of the sewer charges for the non-watering months of October through April.

Bills are sent out the first week of each month. **They must be paid no later than the 25th day of the billing month unless the 25th falls on a weekend or holiday,** in which case they are due on the next business day. If you do not receive your bill, or you have a question about the charges please let us know right away. Any billing that remains unpaid a late fee will be processed. Also, bills can be viewed online by going to www.cityoflaporte.com/departments/laporteutilities

Payment Options

1. Bank Draft Plan. You may have your payments made automatically by draft on your bank account on the due date or the next banking business day. You also have the option to register a credit or debit card for autopay. To do this you must create an account through Invoice Cloud.
2. Payments made by cash or check at the Utility Department Office.
3. Payment by check through mail
4. Payment by check or cash in the convenient drop box in front of City Hall.
5. Payment by cash or check or card in the drive through located in the back of City Hall. If you choose to pay with a card, you must have a valid ID at the time of services.

Please note that whenever a payment is made using a credit or debit card a service processing fee will be included.

Delinquent Accounts

If a bill is unpaid after the due date your account will be considered delinquent. The City of La Porte Utility Office in partnership with the Sewer and Water Departments retains the right to disconnect water services if a delinquent account remains unpaid. Outstanding balances that are eligible for Disconnection will be listed on Monthly Billing, along with a Final Date to pay as well as when Disconnects will begin. There is a \$75.00 fee to reinstate the service and the account balance, including current billing, must be paid in full to restore services. If Disconnection occurs three times on the same account, an Ally Meter must be installed at the cost of the property owner. If you issue a check or electronic payment on a delinquent account and it is returned because of insufficient funds a fee of \$25.00 will be charged, and service will be immediately disconnected.

Extension of Time for Payment of Bills

If you are unable to pay your bill by the due date and wish to establish a payment plan, you must appear in person at the Utility Department with proper identification to execute a payment extension agreement that allows you to spread payment over a 60-day period. Your current bills must be paid in full during the extension period as well. If payment is not made as agreed in the payment extension agreement, the service will be disconnected without further notice and all payments, including any disconnect and reconnect fees must be paid before service is restored. **If you void this payment agreement, you are not eligible for one (1) year to make any additional payment agreements.**

Returned Checks and Electronic Payments

If you issue a check or electronic payment that is returned because of insufficient funds, it is a serious matter.

1. Upon receipt of the first returned check or returned electronic payment. You will be notified and a bad check / bad electronic fee of \$25.00 will be added to your account.

After the 2nd returned check or electronic payment the City will no longer accept checks or electronic payments from you for one (1) year.

Adjustment of Charges Due to Leaks

If a water leak occurs on your side of the meter that results in water not being discharged into the sanitary sewer system, you may apply for an adjustment on sewer charges by presenting suitable evidence to the Utility Department documenting that the leak has been repaired and the water did not flow into the sanitary sewer. No adjustments will be made to the Water portion of the bill.

Assistance with Payments in Hardship Situations

Township Trustees, the Salvation Army and some churches may offer assistance to pay utility bills in cases involving hardship situations.

Termination of Service

When you wish to terminate service, you should contact the Utility Department office and provide the location and the date service is to be terminated as well as a forwarding mailing address for the final bill. Service disconnects are normally performed the next business day.

Final Bill

Your Final Bill will be processed and mailed prior to the generation of the billing cycle following termination of service. Unpaid final bills that receive a 2nd notice will be turned over for collection.

Special Information for Owners of Rental Properties

1. For existing multi-unit properties where only one water meter or water line is installed to monitor the water consumption and sewer service, the water and sewer services must be registered in the **property owner's name**. The owner is billed for these services and shall be responsible for payment of all charges.
2. If multiple water meters are installed to monitor the water consumption and sewer service in a multi -unit property, the owner of the building must comply with one of the following requirements for the installation.
 - A. If the water and sewer services for the building are registered in the name of the owner, the owner will be billed and shall be responsible for payment of all charges.
 - B. In multi-unit buildings constructed or converted to multi usage with one shut off, water and sewer services may be registered in the name of the tenant if the property owner **1. Pays for installation of remote-control meter or 2. Install additional shut offs accessible at the curb for each unit. Absence of the remote-control meter or the additional shut offs at the curb being added shall**

result in Utility Bill remaining in Property Owners name. All Ally Meters must be paid in full prior to installation.

3. If there is an outstanding bill in an individual or businesses name, service will not be turned on at any location until the outstanding bill plus any current balances are paid. If a tenant account includes an unpaid Sewer/Stormwater Balances following Finalization and all applicable Deposits applied, the owner is responsible for the unpaid Sewer/Stormwater balances prior to service being restored for new tenants at any properties under the same ownership. Unpaid Sewer/Stormwater balances are subject to a Sewage Lien being placed on the property.

Irrigation Systems

Sprinkler systems that are metered separately will be billed monthly only when usage is present. Minimum charges are based on Meter Size per the current Water Ordinance, and can be found by visiting https://library.municode.com/in/laporte/codes/code_of_ordinance.