



VALPARAISO LAKES AREA
CONSERVANCY DISTRICT

CUSTOMER HANDBOOK

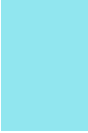






GENERAL MANAGER – Alicia Barber

1805 BURLINGTON BEACH ROAD
VALPARAISO, IN 46383
PHONE: (219) 464-3770
AFTER HOURS EMERGENCIES: (219) 916-4638
MON - FRI 8:30AM - 4:30PM
WEBSITE: VLACD.ORG

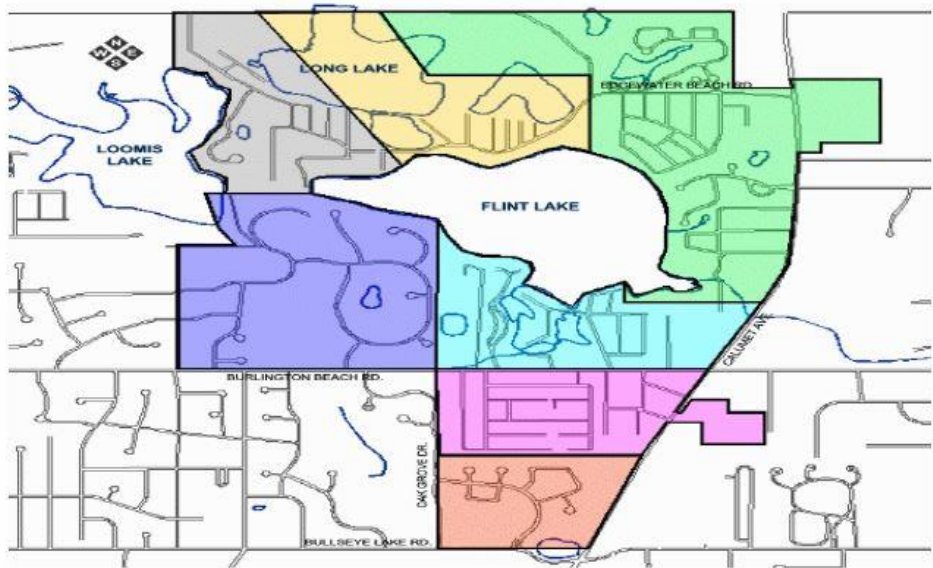
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BOARD MEMBERS

 <p>Christian Anderson Chairman Directorship Area IV</p>	 <p>Kyle Hauber Vice Chair Directorship Area VII</p>
 <p>Connie Hughes Member Directorship Area I</p>	 <p>Walter Breitinger Member Directorship Area V</p>
 <p>Michael Cantieri Member Directorship Area VI</p>	 <p>Richard Tegt Member Directorship Area III</p>
 <p>Chad Kuehl Member Directorship Area II</p>	

Below is the boundary map for the Board Members to the Valparaiso Lakes Area Conservancy District. To contact any member of the Board of Directors, please email a.barber@vlacd.org or call the office at (219)464-3770.



PERSONNEL

ALICIA BARBER - GENERAL MANAGER

MATT ARTS – FIELD PERSONNEL

BRIAN LOVING- FIELD PERSONNEL

BILL HANNA- FIELD PERSONNEL

DALE BREWER – FINANCIAL SECRETARY/OFFICE
MANAGER

RACHEL COLVILLE – ACCOUNTS
RECEIVABLE/BILLING

UTILITY RATES

WATER RATES - 5/8" METER				
First	0-100 cu.ft.	0-100	\$23.41	-
Next	150 cu.ft.	101-250	\$23.41	+ \$.0447/cu.ft.
Next	250 cu.ft.	251-500	\$30.12	+ \$.0430/cu.ft.
Next	500 cu.ft.	501-1000	\$40.87	+ \$.0421/cu.ft.
Next	1000 cu.ft.	1001-2000	\$61.92	+ \$.0412/cu.ft.
Over	2000 cu.ft.	2000 & over	\$103.12	+ \$.0403/cu.ft.
Tax = .07% / Fire Protection = \$.97 / Sewer = \$26.51 + \$.0451/cubic foot				

WATER RATES - 3/4" METER				
First	0-100 cu.ft.	0-100	\$25.69	-
Next	150 cu.ft.	101-250	\$25.69	+ \$.0447/cu.ft.
Next	250 cu.ft.	251-500	\$32.40	+ \$.0430/cu.ft.
Next	500 cu.ft.	501-1000	\$43.15	+ \$.0421/cu.ft.
Next	1000 cu.ft.	1001-2000	\$64.20	+ \$.0412/cu.ft.
Over	2000 cu.ft.	2000 & over	\$105.10	+ \$.0403/cu.ft.
Tax = .07% / Fire Protection = \$1.07 / Sewer = \$26.51 + \$.0451/cubic foot				

WATER RATES - 1" METER				
First	0-100 cu.ft.	0-100	\$30.23	-
Next	150 cu.ft.	101-250	\$30.23	+ \$.0447/cu.ft.
Next	250 cu.ft.	251-500	\$36.94	+ \$.0430/cu.ft.
Next	500 cu.ft.	501-1000	\$47.69	+ \$.0421/cu.ft.
Next	1000 cu.ft.	1001-2000	\$68.74	+ \$.0412/cu.ft.
Over	2000 cu.ft.	2000 & over	\$109.94	+ \$.0403/cu.ft.
Tax = .07% / Fire Protection = \$1.36 / Sewer = \$36.57 + \$.0451/cubic foot				

WATER RATES - 1-1/2" METER

First	0-100 cu.ft.	0-100	\$40.86	-
Next	150 cu.ft.	101-250	\$40.86	+ \$.0447/cu.ft.
Next	250 cu.ft.	251-500	\$47.57	+ \$.0430/cu.ft.
Next	500 cu.ft.	501-1000	\$58.32	+ \$.0421/cu.ft.
Next	1000 cu.ft.	1001-2000	\$79.37	+ \$.0412/cu.ft.
Over	2000 cu.ft.	2000 & over	\$120.57	+ \$.0403/cu.ft.

Tax = .07% / Fire Protection = \$1.75 / **Sewer** = \$81.52 + \$.0451/cubic foot

WATER RATES - 2" METER

First	0-100 cu.ft.	0-100	\$53.44	-
Next	150 cu.ft.	101-250	\$53.44	+ \$.0447/cu.ft.
Next	250 cu.ft.	251-500	\$60.15	+ \$.0430/cu.ft.
Next	500 cu.ft.	501-1000	\$70.90	+ \$.0421/cu.ft.
Next	1000 cu.ft.	1001-2000	\$91.95	+ \$.0412/cu.ft.
Over	2000 cu.ft.	2000 & over	\$133.15	+ \$.0403/cu.ft.

Tax = .07% / Fire Protection = \$2.82 / **Sewer** = \$139.23 + \$.0451/cubic foot

CUSTOMER SERVICE

BILL PAYMENT: We provide several methods to pay your VLACD bill

Pay in Office: In office we accept cash, checks or money orders.

Pay by Mail: Please mail envelopes to LAC Utilities at 1805 Burlington Beach Road, Valparaiso, IN 46383.

Night Deposit Box: Customers who cannot make it into our office during regular business hours may drop their payment off into our night deposit box located to the left of the front door.

Bank Drafting (ACH): Customers can automatically pay their monthly bill by debiting their bank account. This service provides a method of taking care of the bill payment for busy family lifestyles. Call our office at (219)464-3770 for additional information.

Online Payments: The Valparaiso Lakes Area Conservancy District offers the option of paying your utility bill by credit card or electronic check through Invoice Cloud. This is a third-party website. VLACD is not responsible for any errors made by Invoice Cloud. Go to VLACD.org and click “Bill Payment” located in the top right corner of the page. When entering your account number do not use any dashes or spaces. After authorization of your payment, you will be given a confirmation number that you should keep for your records.

Invoice Cloud accepts Visa, MasterCard, and Discover for a processing fee. This fee is paid directly to Invoice Cloud. The Valparaiso Lakes Area Conservancy District does not receive any portion of the service fee. To use a credit card a fee of \$2.95 will be charged; to use an electronic check a fee of \$0.95 will be charged.

*Note: you will need your account number to process a payment; this can be found on your VLACD invoice. If you are making a payment the day of a “Shut-Off”, please call our office and let us know the confirmation number of your payment as well as the payment amount. We do not receive notification of a payment made until the next business day; therefore, you may be shut-off if we are not notified from the customer that morning (shut-off fee may apply).

OTHER SERVICES:

High Usage Investigation:

Customers who have an increase in consumption which cannot be accounted for may call VLACD to inquire about their bill. If a review of their billing history indicates a significant change, VLACD will provide dye tablets for testing the toilets. If the dye tablets do not result in showing a leak in the toilet, then VLACD will offer further assistance trying to resolve the issue. Other causes of high consumptions are running water softeners, broken pipes inside/under the home or sprinkler system issues. Ultimately, the homeowner is responsible for investigating any issues that may arise.

Dirty Water:

Whenever customers experience dirty water, please allow the cold water to run for about 5 minutes. If it does not clear up, please call the office at (219) 464-3770 to report the problem. Hot water heaters should be flushed yearly to avoid build up and help to avoid discoloration.

Locates:

Requests for water and sewer line locates can be made by calling IUPPS at (800) 382-5544. When calling, please provide your home/cell phone number. ***State Law requires that the customer give two working days' notice.***

Summer Sprinkling Credit:

If you water your lawn during the summer months, you may qualify for the summer sprinkling credit. The summer sprinkling credit will be automatically reflected on the July 21st and August 21st billings. The sewage for the months will be based on an ***AVERAGE*** of water usage during the previous 10 months. The summer sprinkling credit shall not be available to users who became new residents after April 1st. Sewer only customers do not qualify for this credit.

ACH INFORMATION

ACH TERMS OF AGREEMENT

1. PAYMENT NOTICE & DATE

You will continue to receive your monthly bill. On the 20th of the month (for water customers) and the 15th (for sewer customers) the payment will be withdrawn from your account. If that date falls on a weekend or holiday, your account will be charged on the following business day.

2. AVAILABILITY

You are responsible for having the funds in your account on the due date. There is a \$30.00 NSF (non-sufficient funds) fee for any returned ACH payment. In the event of an NSF, full bill payment plus NSF fee must be paid immediately to retain water services. LAC Utilities holds the right to terminate ACH after ONE returned payment. The only payment accepted after a returned ACH will be in the form of cash, or money order.

3. NOTIFICATION OF PAYMENT

The amount and date of your ACH payment will be shown on your bank statement. This is proof of payment. If there is a question about a payment or if the amount differs from your bill for any reason, you must notify the office and your bank within 60 days of the due date on which the error is first reflected.

4. ACCOUNT/ADDRESS CHANGE

Please notify the office of any account or address changes to ensure timely payments. You are responsible for submitting a new application when an account or address changes occur.

5. TERMINATION

This authorization will remain in effect until we receive a written notice from you 10 days before the cancellation date or until your service has been terminated and the final bill is paid in full. You may send us a letter requesting the cancellation of ACH or stop by the office and sign a form.

6. STOP PAYMENTS

You should always advise us first of any request to stop payment. You may stop payment by notifying your bank at least 3 business days before payment due date. However, as when you stop payment on a check, you are responsible for any charges this may involve.

Account No: _____

AUTHORIZATION AGREEMENT
DIRECT PAYMENTS (ACH DEBITS)

I (we) hereby authorize VALPARAISO LAKES AREA CONSERVANCY DISTRICT, hereinafter called LAC UTILITIES, to debit entries to my (our) account indicated below and the Financial Institution named below, hereinafter called HORIZON BANK, to debit same to such account. I (we) acknowledge the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

_____ Financial Institution Name	_____ Branch	
_____ Address	_____ City/State	_____ Zip
_____ Routing Number	_____ Account Number	

Type of Account: Checking Savings

The authority is to remain in full force and effect until LAC UTILITIES has received written notification from me (or either of us) of its termination in such time and manner as to afford LAC UTILITIES and HORIZON BANK a reasonable opportunity to act on it.

_____ Print Name	_____ Signature	_____ Date
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_____ General Manager Signature	_____ Date
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PLEASE ATTACH A COPY OF A VOIDED CHECK TO THIS FORM

FREQUENTLY ASKED QUESTIONS

When was the VLACD established?

The Flint Lake Area has been a resort area for Valparaiso and environs for over one hundred years. The Valparaiso Lakes Area Conservancy District, or VLACD, was established in 1975 for the purpose of soil erosion and stormwater management. Today, VLACD's services include providing water supply, providing collection and disposal of sewage produced within the district, improving drainage, preventing the loss of topsoil from injurious water erosion, and flood control and prevention.

How could I have used this much water?

You may not have, the numbers on your meter may have been transposed or hard to read. You could possibly have a leaky toilet or faucet that is difficult to detect. Call the office and we'll work with you to solve the problem.

What do I do if I am experiencing low pressure?

Check your meter and the surrounding area for possible leaks. Next, call our office and report low pressure for your area.

Why is my water discolored?

A repair could have been completed recently allowing air to enter the line, causing the milky look. It is recommended that you flush your hot water heater yearly to avoid discoloration.

What chemicals does our utility district add to the water?

We purchase our water from Valparaiso City Water Department. We add no additional treatment to the water.

Why does debris come out of the faucet when running hot water?

Most likely your water heater needs to be flushed. CAUTION: Most manufacturers recommend hiring a professional to flush your water heater. If you plan on doing this yourself, read the owner's manual to keep from being hurt and or damaging the water heater.

Why do I have a previous balance when I know I sent in my payment?

We may have received it after the due date, or we may not have received it at all. Call our office and we will help you solve the problem.

What if I would like to turn on and off my water service for the winter?

A 24-hour notice is required Monday through Friday from 8:30 a.m. until 4:00 p.m. Contact our office to schedule a shut off. There is a \$75.00 fee for turn on & off. Fees cannot be accepted by field personnel.

What is the hardness of the water? And what about Iron? Fluoride? Chlorine?

There are 17 to 22 grains per gallon of water. Any inquiries about iron, fluoride and chlorine levels should be directed to Valparaiso City Water Department.

POLICIES AND PROCEDURES

The Board of Directors of the Valparaiso Lakes Area Conservancy District has adopted the following policies and procedures:

1. Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. For your convenience, we have a drop box to the left of the front door for payments dropped off after hours. Our phone number is (219) 464-3770. For all billing or service questions, call the office during working hours. For **extreme emergencies only**, call our emergency number at (219) 916-4638.
2. A \$80.00 meter deposit is required from all new water customers of LAC Utilities, and a signed Water Agreement must be on file at our office. Renters must provide landlord information on the Water Agreement. Upon termination of our services, the \$80.00 will be applied to your final bill. There is a \$30.00 fee for any check returned NSF (non-sufficient funds) from the bank. LAC Utilities holds the right to refuse checks after one NSF check has been received in our office. The only payment accepted after an NSF will be in the form of cash or money order. In the event of an NSF, full bill payment plus NSF fee must be paid immediately to retain water services.
3. The meters are read on the 15th day of the month and billed on the 21st day of the month. Payment is due on the 20th of the following month. After the 20th, a late charge will be assessed on any unpaid balance. Failure to receive your bill DOES NOT excuse any penalty charges. Water service on delinquent accounts will be terminated **ON** the 10th day of the month following the due date. The service department is not required to knock on doors prior to shut off. There is a \$75.00 Turn-On Fee. Readings are received from Valparaiso City Utilities for sewer-only customers. Sewer only customers are billed on the 16th of the month and payment is due on the 15th of the following month. If our charges are allowed to become delinquent, we have the authority to put a lien on the property and eventually sell the property at a tax sale.
4. All accounts have a monthly Fire Protection Charge of \$0.97 assessed to them. In case of a fire, you would not be charged for the water used to extinguish the fire. Meters larger than 5/8” get charged accordingly.
5. All water meters must be readily accessible to our meter readers. If our office finds an issue with your meter and alerts you that we need to check the meter you must make arrangements with us, or the bill will be estimated for 1,000 cubic feet. If you have dogs hindering the reading, or your touch pad is inaccessible, you must make alternate arrangements with the office, or your bill will be estimated for 1,000 cubic feet of water. Most meters are radio read style.
6. If there is no water consumption from one meter read to the next, there is no sewer fee.
7. Sump pumps that pump unmetered water into the sewer system are in violation of the sewer ordinance and are subject to a fine of up to \$1,000 per day.

8. If you water your lawn during the summer months, you may qualify for the summer sprinkling credit. The summer sprinkling credit will be automatically reflected on the July 21st and August 21st billings. The sewage for the months will be based on an *AVERAGE* of water usage during the previous 10 months. The summer sprinkling credit shall not be available to users who became new residents after April 1st. Sewer only customers do not qualify for this credit.
9. If you install a new pool, the *FIRST FILL ONLY* will have the sewer adjusted off if you contact the office to **take the reading at the beginning of the fill and the end of the fill**. Unfortunately, no adjustments can be made unless these procedures are followed.
10. In case of accidents, break downs, shortage of water supply, or any cause beyond its control; or in case of the making of repairs, renewals or replacements, the Water Utility reserves the right to shut off the water supply without notice. In case of emergency, the Water Utility shall not be held responsible for any damages. When shut-off for the water supply is made in accordance with this paragraph, such shutting off of the water shall not entitle the consumer to any abatement or deduction of the water service charges.

The Water Utility will give notice in the manner deemed at its discretion to be most effective of shut-off of the water supply whenever and wherever practicable. However, nothing in these rules shall be construed to require the giving of such notice for all circumstances. Every effort to give uninterrupted service, shall be made by the Water Utility, but nothing in these rules contained shall be construed as a guarantee or covenant or agreement of the Water Utility to give such continuous and uninterrupted service.