



VALPARAISO LAKES AREA
CONSERVANCY DISTRICT

CUSTOMER HANDBOOK
POLICIES AND PROCEDURES
WATER AND SEWER SERVICE

REVISED: AUGUST 2018

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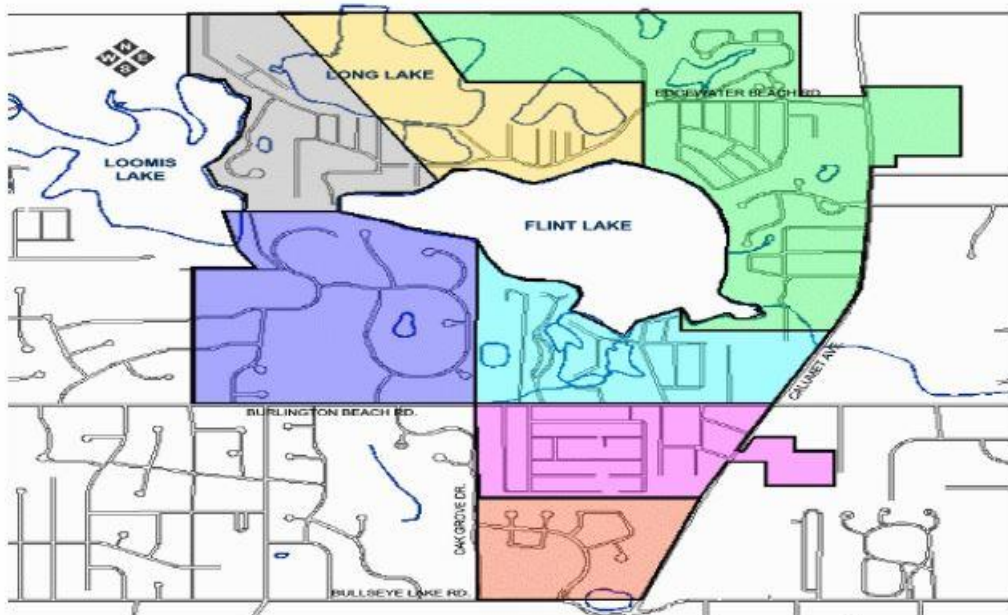
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BOARD MEMBERS

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 them at board.member@vlacd.org or call the office at (219) 464-3770.

<i>Name:</i>	<i>Position:</i>	<i>Area Served:</i>
 Tom Kruse	Chairman	Ridgewood Creek
 Mickey Koehler	Vice-Chairman	Edgewater Beach
 Nancy Satterlee	Member	Blackhawk Beach
 Rolando Chilian	Member	Kingsridge/Walden
 Christian Anderson	Member	Burlington North
 Connie Hughes	Member	Hillcrest Beach
 Walter Breitinger	Member	Burlington South



PERSONNEL

ROBERT MINARICH - GENERAL MANAGER

MATT ARTS – FIELD PERSONNEL

ALEX MEFFORD – FIELD PERSONNEL

DALE BREWER – FINANCIAL SECRETARY/OFFICE
MANAGER

NICOLE MICHALOWSKI – 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 = \$19.31 + \$.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 = \$19.31 + \$.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				

EXAMPLE #1:

Billing is 510 cu.ft.

\$40.87 + 10 cu.ft. @ \$.0421/cu.ft.

Therefore: \$40.87+ \$0.42 = \$41.29

Tax: 41.29*.07= \$2.89 Fire: \$0.97

Sewer: 19.31+510*.0451=\$42.31

Billing Total: \$83.60

EXAMPLE #2:

Billing is 730 cu.ft.

\$40.87 + 230 cu.ft. @ \$.0421/cu.ft.

Therefore: \$40.87 + \$9.68 = \$50.55

Tax: 50.55*.07= \$3.54 Fire: \$0.97

Sewer: 19.31+730*.0451=52.23

Billing Total: \$102.78

***Sewer increase in effect June 2018**

CUSTOMER SERVICE

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

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 directly next to the front door.

Bank Drafting:

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.

Credit Card Payments:

The Valparaiso Lakes Area Conservancy District offers the option of paying your utility bill by credit card through Official Payments Corporation. You can call at 1-800-272-989, jurisdiction code #2433. After authorization of your payment, you will be given a confirmation number that you should keep for your records.

You can also pay online at www.officialpayments.com. Under Local Payments, enter the #2433 jurisdiction code, select payment type, and proceed to payment.

We will accept Visa, MasterCard, Discover, and American Express for a flat processing fee of \$6.50 for any amount. This fee is paid directly to Official Payments Corporation. The Valparaiso Lakes Area Conservancy District does not receive any portion of the service fee.

*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 # 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: We also provide several methods to pay your VLACD bill:

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.***

Sprinkling Averages:

If you water your lawn during the summer months, the sprinkling rate adjustment will be automatically reflected on the July 31st and August 31st billings. The sewage for the months will be based on an ***AVERAGE*** of water usage during the previous 10 months. The sprinkling rate adjustment shall not be available to users who have lived in the billed premises for less than three months (or April 1) and have not received bills prior to July.

ACH INFORMATION

ACH TERMS OF AGREEMENT

1. PAYMENT NOTICE, DATE, AND QUESTIONS

You will continue to receive your monthly bill. On the 20th of the month the payment will be withdrawn from your account. If the 20th 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. If the transaction cannot be processed for any reason, a delinquent notice will then be mailed. You are then responsible for all fees charged. There is a \$30.00 non-sufficient funds fee for any returned ACH payments. 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.

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.

**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/Transit Number)	(Account Number)	

Type of Acct: ___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 Individual Name)
	(Signature)
(Date)	(Signature)

PLEASE ATTACH A COPY OF A VOIDED CHECK TO THIS FORM

FREQUENTLY ASKED QUESTIONS

When was the VLACD established?

The Flint 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 primarily to purchase and maintain the small water utility in that area that was on the verge of bankruptcy. 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's difficult to detect. Just 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?

Only chemicals that are approved by the National Safety Foundation for treatment of drinking water.

My water tastes, looks, and smells funny. Is it safe to drink?

All public water systems are required to maintain a minimum chlorine level of 0.2 mg/L (tested at the end of each line) by state law. Systems that use chloramine as a disinfectant must maintain a level of 0.5 mg/L by state law. Our disinfectant levels are tested daily to ensure safety.

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 are your office hours?

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.

Do you have any emergency telephone number?

For EXTREME emergencies only, call the pager number at (219) 548-6254. After you hear the tone, punch in your number and press the # key. Someone will return your call.

Do you require a security deposit?

A **\$80.00 deposit** is required from all new customers of LAC Utilities, and a signed Water Agreement Card must be on file at the office. For renters, both the owner and tenant must sign the Agreement Card. Upon termination of our services, the \$80.00 deposit will be applied to the final bill if there is a balance. If there is no bill owed on the account, the customer will receive their deposit back in the form of a check mailed to their new address. There is a **\$30.00 fee** for any check returned NSF from the bank.

When do you read my meter and when do you bill me?

The meters are read on the 15th day of the month and billed on the last day of the month. Payment is due twenty (20) days after the billing date. After the 20th, a late charge will be assessed on the 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 the shutoff.** There is a **\$40.00 turn-on fee**. After normal working hours, the **turn-on fee is \$80.00**.

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. Fees will not be accepted by our service department personnel.

Are there any additional charges on the bill?

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" are charged accordingly.

Where should I place my water meter?

All water meters must be readily accessible to our meter readers. If you have animals 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.

What if I read my own meter?

If you read your own water meter, the meter reading should be called into the office on the 15th of the month. Please have your account number and meter number ready.

What is the minimum water / sewer bill?

If the water service is active and there is no consumption, the monthly minimum charge is \$45.33. If the water is turned off, there is still a \$19.31 base sewer charge. 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. Landlords are held responsible for all delinquent bills incurred by their tenants.

What about my sump pump?

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.

Do you have a sprinkling average during the summer months?

Yes. If you water your lawn during the summer months, the sprinkling rate adjustment will be automatically reflected on the July 31st and August 31st billings. The sewage for the months will be based on an **AVERAGE** of water usage during the previous nine (10) months. The sprinkling rate adjustment shall not be available to users who have lived in the billed premises for less than three months (or April 1) and have not received bills prior to July.

What if I wish to fill my swimming pool?

If you have a pool, the **FIRST FILL ONLY** will have sewer adjusted off if you take the reading at the beginning of the fill and the end of the fill and report them to the office. Unfortunately, no adjustments can be made unless these procedures are followed.

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

There are 17 to 22 grains per gallon of water. Iron levels discharged from the treatment plants are from 0.03 to 0.06 mg/L (milligrams per liter or parts per million). Iron levels can be higher due to the iron pipes in the distribution system. On rare occasions, problems in the filtration process can cause higher levels of iron to be discharged from the treatment plants. Fluoride is added to our water. The levels of fluoride are kept around 1.0 to 1.3 mg/L (milligrams per liter or parts per million). Chlorine is added to disinfect the water. Chlorine levels vary depending on the distribution system. The chlorine levels in the water discharged from the treatment plants range from 1.2 to 1.5 mg/L (milligrams per liter or parts per million).

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 right 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 pager number at (219) 548-6254. After you hear the tone, punch in your number and press the # key. Someone will return your call.
2. A \$80.00 deposit is required from all new 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 deposit will be applied to the 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.
3. The meters are read on the 15th day of the month and billed on the last day of the month. Payment is due twenty (20) days after the billing date. After the 20th, a late charge will be assessed on the 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. There is a \$40.00 Turn-On Fee. After normal working hours, the turn-on fee is \$80.00.
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.
6. If you read your own water meter, the meter reading should be called in the office **on** the 15th of the month. Please have your account number and meter number ready.
7. If the water service is active and there is no consumption, the monthly minimum charge is \$45.33. If the water is turned off, there is still a \$19.31 base sewer charge. 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. Landlords are held responsible for all delinquent bills incurred by their tenants.
8. 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.

9. If you water your lawn during the summer months, the sprinkling rate adjustment will be automatically reflected on the July 31st and August 31st billings. The sewage for the months will be based on an *AVERAGE* of water usage during the previous 10 months. The sprinkling rate adjustment shall not be available to users who have lived in the billed premises for less than three months (or April 1) and have not received bills prior to July.
11. If you have a pool, the *FIRST FILL ONLY* will have the sewer adjusted off if you **take the reading at the beginning of the fill and the end of the fill** and report them to the office. Unfortunately, no adjustments can be made unless these procedures are followed.
12. 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 continuous and 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.