

ATTENTION.... IMPORTANT SERVICE NOTICE

Vincennes Water Utilities has recently undergone a billing software update and now have new options available. These options are effective immediately.

We now offer e-billing and recurring credit card payments in addition to the following options:

1. Cash, check, money order, or credit card at our office
2. Check or money order mailed to:
Vincennes Water Utilities
P.O. Box 749
Vincennes, IN 47591
3. Credit card over the phone
4. Online on our website at vinutilities.com
5. Automatic deduction from checking or savings (ACH) every month on the due date
6. Office drop box after hours

To sign up for e-billing, to have your payment automatically deducted from your checking or savings account, or charged to your credit card; you must create an account on our website. Below are the instructions:

1. Go to vinutilities.com
2. On the left hand side, click Online Bill Pay
3. If you already have an account, skip to #5.
If you do not have an account, click "Not already registered? Register Now!" and continue to the next step.
4. Fill out the form and click Register. **You must know your account number to create the account.**
5. Log in with your username and password
6. On the left hand side under account settings you can edit your mailing address, edit your contact information, choose your bill preference, and elect to enroll in auto pay.
 - a. Under Bill Preference, click edit and choose to receive a physical bill, an electronic bill, or both.
 - b. Under Auto Enroll, click edit and sign up for automatic withdrawal
 - i. Under select payment method, choose draft from checking or savings account, or credit card, then enter the required information and click save.
 - c. The payment method chosen will go into effect on the next payment due date.