



Vincennes Water Utilities

Water • Wastewater • Stormwater

L. Kirk Bouchie
General Manager

Coronavirus (COVID-19) and Vincennes Water Utilities

Due to concerns regarding the spread of the Coronavirus (COVID-19) and protection of the health of our customers, employees, and visitors, we are implementing the following action:

- Customers, suppliers, and visitors to all Vincennes Water Utilities' facilities will be restricted. This includes the billing office lobby at 403 Busseron St. All business at the billing office will be done using the drive up window.

We understand this is a significant operational change, but we feel it is necessary to keep you, our customers, employees, and visitors as safe as possible. We hope to have the lobby access reinstated as soon as reasonably possible. We appreciate your patience with us.

We recommend the following steps to help limit the person-to-person contact at our billing office:

- We urge you to pay on our website www.vinutilities.com. You only need to have your account number to pay. THERE ARE NO ADDITIONAL FEES TO PAY ONLINE.
- If you are paying with a credit or debit card, we advise going to our website to pay. You can have a receipt emailed to you after making your payment.
- If you are paying with a check, we advise going to our website to pay using our e-check option. You can have a receipt emailed to you after making your payment. You may also mail your payment to PO Box 749.
- If you come to our office and do not need a receipt, please put your payment and payment slip in an envelope and put it in the drop box next to the drive up window or our drop box located near the front entrance.
- If you come to our office and do need a receipt for your cash, check, or credit/debit card payment, please go to the drive up window.
- If you need water service at a new or different location, please call our office at 812-882-7877 prior to the day you need it done. To expedite the process, please email your lease (if renting), your photo ID, and a phone number to billing@vinutilities.com.

We are proactively taking steps to ensure the stability and continuity of our operations. Delivering safe drinking water, sanitary sewer, and stormwater services including flood protection is our responsibility and our commitment to you.

Sincerely,

L. Kirk Bouchie
General Manager

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