



News Release

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Utility Billing Office Announces Customer Service Enhancements *Website Improvements, Policies Implemented to Increase Public Health Safety*

LAFAYETTE, INDIANA – July 1, 2020 – In keeping with new standards protecting the health of citizens and employees, the City of Lafayette Utility Billing Office is offering more online customer service options through its redesigned website.

Customers may now conduct business online relating to new service applications, setting up automatic payments, finalizing an account, requesting a leak adjustment, or requesting a payment extension. Useful information regarding garage sale permits, resources offering utility payment assistance, and other helpful items have been organized for easier navigation.

The Utility Billing Office no longer accepts in-person water, sewer, or stormwater payments, instead offering multiple convenient payment options including:

- Online with a Visa, MasterCard or Discover card at lafayettepay.com;
- Via Phone at (833) 252-1659;
- By check, mailed to our office;
- Via an ACH bank draft sent directly from your bank; or
- Using our unattended drop box inside City Hall or in the alley west of City Hall.

The City of Lafayette and the Utility Billing Office remain committed to providing excellent customer service and convenience. For more information, staff members will respond in a timely manner to email sent to ubquestions@lafayette.in.gov or calls to (765) 807-1100 during regular business hours of 8:00 a.m. to 4:30 p.m., Monday through Friday.

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