



News Release

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FOR IMMEDIATE RELEASE
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Utility Billing Office Announces Electronic Billing *Customers can opt-in to receive utility bill via email.*

LAFAYETTE, INDIANA – March 26, 2021 – The City of Lafayette’s Utility Billing Office is inviting current customers to select electronic billing to receive their water/sewer invoices via email. This free service is convenient, quick, and environmentally friendly.

Mayor Tony Roswarski commended the Utility Billing Office for their stringent testing before rolling out this paperless option. “The staff of the Utility Billing Office has paid particular attention to security, efficiency, and accuracy for this feature. Customer service remains our highest priority and we are pleased to offer this requested service which will allow customers quicker access to their bills while acting in an environmentally responsible way.”

Customers who have created an online utility account profile at lafayettepay.com can go to their **Utility Billing Account Summary** to find **Bill Delivery Preferences** and choose mail, email, or both.

The eBill feature is only for bill delivery and will not affect payment options, of which a customer can choose:

- Online with an e-check, Visa, MasterCard or Discover card at lafayettepay.com
- Via Phone at (833) 252-1659
- By check, mailed to the Utility Billing Office
- Via an ACH bank draft sent directly from your bank
- Using the unattended drop box inside City Hall

For more information, Utility Billing staff members will respond in a timely manner to emails sent to ubquestions@lafayette.in.gov or calls to (765) 807-1100 during regular business hours from 8:00 a.m. to 4:30 p.m., Monday through Friday.

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