



TOWN OF SCHERERVILLE

Phone: (219) 322-2211
Fax: (219) 865-5572

10 E. Joliet St. • Schererville, IN 46375
Michael A. Troxell, Clerk-Treasurer

July 26, 2022

Schererville Utility Customer,

On July 25th, 2022, an error was made during our electronic billing process that affected several Schererville Water Department customers. We are reaching out to you today because your account was one of the few accounts that were impacted.

Our third party partner—the company responsible for processing ACH transactions for our customers' automatic payments—mistakenly sent payments through twice for the July Utility Billing, resulting in two debit transactions from customers' linked bank accounts. When the mistake was caught, the debits were still in pending status.

We assure you that we are aware of the situation, and have taken the following steps to correct the error:

- An ACH reversal was processed on 7/25/22. Upon reconciliation, you will see a credit post to your bank account in the amount of your original payment, which should offset the duplicate debit.
- In the event you receive fees from your bank relating to this error, please call us at (219) 322-3322 Ext. 1318 and we will discuss what documents are needed in order to process refunds for those fees.

As a valued customer, please know that your information is secure and your Schererville Water Department account has not been compromised in any way.

We sincerely apologize for the confusion. For questions regarding the above information or any other questions regarding your account, please call us at (219) 322-2211 Option 5.

Sincerely,

Michael A. Troxell, CMO
Schererville Clerk-Treasurer
(219) 322-2211 Ext 1318