

IMPORTANT – New Mailing Address for Utility Payments

Dear Valued Customer,

We are making changes to improve our utility payment processing. Starting **March 3, 2026**, please mail all utility payments to our new secure processing center:

Town of Schererville P.O. Box 2349 Indianapolis, IN 46206

Why is this changing?

To provide the most secure and cost-effective service, the [Town of Schererville](#) is partnering with our bank to process payments through a professional “**Lockbox**” system.

By sending payments directly to a secure banking facility, we can:

- **Increase Security:** Your financial data is handled with the highest level of bank-grade protection.
- **Ensure Faster Processing:** This reduces mail delays and ensures your account is credited as quickly as possible.

What do you need to do?

- **Check-by-Mail:** If you mail a physical check, please use the new address listed above starting **March 3, 2026**. Please make the check payable to the **Town of Schererville** and include your utility payment stub to ensure accurate posting to your account. Use the enclosed return envelope.
- **Online Bill Pay:** If you use your bank’s online bill-pay service, you **must** log in to your banking portal and update the "Payee" address to the new Indianapolis address listed above.
- **Automatic Withdrawals (ACH):** If you are enrolled in our direct Auto-Pay program, **no action is required**; your payments will continue as usual.
- **Town Hall Drop Boxes:** Our two payment drop boxes (located in front of and behind Town Hall) will remain available for your convenience.

We are here to help.

We appreciate your cooperation during this transition. If you have questions, please contact the Utility Billing Department at **(219) 322-2211 Ext. 5** or visit us online at www.schererville.org.

Thank you for being a valued customer.

Sincerely,

Schererville Utility Billing Department