

Valpo Consolidates Customer Service for City Operations

To further enhance efficiency and service, the City of Valparaiso has consolidated customer service operations for utilities and public works into a single Valparaiso City Services center. “Now customers may call a single number and reach a single knowledgeable customer service team, whether they’re looking to inquire about billing, water, sewer, stormwater, trash and recycling, leaf or brush collection, snow removal or other city service,” said Steve Poulos, Valparaiso’s director of the unified City Services Department. “Since uniting Public Works with Utilities last November, we’ve worked to add efficiencies and services to our community. Customers have enjoyed the added service and information – knowing when to expect their leaves to be picked up, more information about snow removal operations and more. Unifying the call center is another positive for our customers,” he said.

Beginning March 16, 2021, all customer service matters for both utilities and public works operations will be handled by the united City Services team 205 Billings St., available at 219-462-6174. An added feature is also available on the city’s website, Valpo.us where the community may click “Voice a Concern” and submit their information online, available for services from reporting a pothole or damaged street sign to requesting inspection of a city tree.

“Unifying services and customer service is one of the key benefits when we studied merging utilities and public works into a single, united department,” said Mayor Matt Murphy. “We have identified many opportunities for enhancing efficiencies and maximizing services and we’re realizing these benefits today. By sharing customer service operations and staff, uniting fleet maintenance and combining resources, we’re able to better serve the Valparaiso community,” he said.

To learn more about Valparaiso City Services and find online resources, visit the city’s website at Valpo.us and follow city activities on Facebook at Valparaiso Now.