

## **Mishawaka Utilities**

*James M. Schrader, General Manager*

Mishawaka Utilities is headquartered at 126 North Church Street. This is the where the Business Office is located as well as the office of the General Manager. The General Manager provides leadership and guidance to the Business Office and the three operating divisions: Electric, Water, and Wastewater Treatment. The employees of Mishawaka Utilities take great pride in serving our community.

## **Mishawaka Utility Business Office**

*Virginia Fras, Business Office Manager*

### **Mission**

We are part of an organization committed to providing our community with the best products and services in electric, water, and wastewater treatment.

Mishawaka Utilities strives to:

- Provide reliable service at competitive rates,
- Maintain high professional and ethical standards in a courteous atmosphere,
- Promote continuing education for safety-conscious and well-trained staff,
- Cooperate with and promote our community, and
- Provide products and services that exceed the expectations of our owners- our customers

The Mishawaka Utilities Business Office provides centralized customer service, trash service support, billing, data processing, finance/accounting, and administrative functions for our three operating divisions of Mishawaka Utilities: Electric, Water, and Wastewater Treatment. Today, these three utilities serve a population of more than 47,000 people (27,000) customers.

The Mishawaka Utilities Business Office takes pride in offering personal hometown service to our customers and we look forward to the New Year and the opportunity to serve you better.