

***IMPORTANT NOTICE - Switch to Monthly Utility Billing**

Beginning May 1st all residents using municipal utilities will be switched to the new monthly billing system. There will no longer be bi-monthly billing so please watch for your monthly billing statements.

Question: How will the monthly billing actually work? Here is the schedule

1. Public Works Employees will read each water meter at the end of each month.
2. A Utility Bill will be mailed to each customer around the 1st of every month.
3. Utility Bills will be due each month on the 15th or the following business day.
4. 10 day late notices will be sent out the day following each due date.
5. 24 hour shut off notices will immediately follow the due date on the 10 day notice.
6. Water shut offs follow the 24 hour notices with no minimum past due
7. And the process starts all over again with a new bill being sent on the 1st of the month.

There are many reasons for the change to monthly billing including the village listening to the many residents who find budgeting for monthly billing more convenient than the bi-monthly billing. Water leaks that effect residents will be discovered faster by reading meters monthly. Fixed costs that are doubled in bi-monthly will now be just the monthly cost lowering your monthly billing statement. **The most important change that customers need to be aware of is that bills will be due each month on the 15th or the next business day so residents will have to budget accordingly.**

We understand that this will be a change and no one likes changes. We understand this will be a change in how resident's budget for their utility billing but once everyone becomes use to the monthly billing we believe it will be better for everyone. Questions can be directed to the Water Department at 708-758-8434.