



Just the Facts Answers to Questions About Water Department Billing

Call (847) 671-8252 or email ekubkowski@vofp.com.

To schedule your in-home upgrade, to discuss your bill, to make adjustments, develop a payment plan, waive late fees and / or even reduce some charges.

- The Village has been upgrading water meters to replace the transponders inside the meter, since 2019, upgrading 2600 meters. The battery that operates the transponder only lasts about 15 years. Water usage is recorded in the meter head through the transponder and transmitted to the Village.
- Meters could NOT be upgraded during COVID -workers could not enter homes. Post- pandemic supply chain problems caused parts to be unavailable.
- If you have NOT had your transponder replaced, call immediately. A water department employee will replace the transponder inside your home in about 20 minutes. They are only there to upgrade the meter; they do not look for any code violations or other issues.
- If you have not had your transponder upgraded, you will continue to get an estimated bill. When the (old) transponder can no longer transmit actual use, an estimate is charged. When the new transponder is installed, it calculates usage back to when the meter went into estimating mode.
The rate is prorated to reflect the lowest annual rate during the time the meter was in estimated mode. Some residents have received an unusually high bill after the meter is upgraded and others have received reimbursements.

If your bill says ESTIMATED, call the Village to schedule a time to have the meter upgraded AS SOON AS POSSIBLE.

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Weekend and evening appointments are available.

- If you receive a large bill after upgrading, this is NOT your new monthly charge– it is a one-time adjustment. Going forward, monthly charges will reflect your actual usage. If your bill seems high, contact the Village. A high-water bill can also mean you have a leak. Check to make sure that your faucets and toilets are not leaking or running.
- By law, the Village can only use water funds for water and sewer projects.

The Village needs YOUR help to complete the water meter upgrades. Information has been printed on your bill, in the newsletters, available on our website and letters have been mailed to homes and notices left at the door. **Please contact us to schedule your water meter upgrade.**

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Weekend & evening appointments available and assistance is available in Spanish & Polish