



Understanding Your Water, Sewer and Garbage Fee

Last month all account holders saw a \$5 processing fee included on their water, sewer and garbage bill. Many of you had questions about what this fee covers and why it was necessary. This fee covers the various costs related to processing the monthly water bills as well as printing and mailing the bills and newsletter to all businesses and households.

It is also important to note that the processing fee covers the administrative staffing costs required to produce a monthly reading which includes data input, verifying and maintaining residential and business accounts, managing and updating billing software, tracking and billing late fees to delinquent accounts and conducting hearings for users who need payment plans established. Also, Village personnel spend a considerable amount of time on the collection process for delinquent accounts including producing and mailing late notice letters, door tagging, sending shut off letters, shutting off water and sending accounts to a collection agency.

In addition, the staff monitors and reviews accounts regularly to identify unusual spikes in water consumption and notifies users that a possible leak has been detected on the property. Often, this requires a site visit and assistance in locating a service provider to fix the plumbing problem.

Staff time is also spent on garbage billing each month as well as time to verify that garbage is removed by various haulers and department personnel in a proper and timely manner.

This processing fee does not establish any new revenue for the Village. It does help defray some of the cost in order for the Village to provide free monthly garbage service to our senior citizens.

We are sorry if there was confusion regarding the processing fee. If you have additional questions or concerns, please contact our Water Billing Specialist Ewelina at 847-671-8252.