

## Utility Billing FAQs

Q: What charges are included in my water bill?

A: Your water bill is not only for water use. The charges included on the bill are a fixed charge, water consumption charge, sewer charge, and sanitary sewer overflow charge (SSO). The fixed charge does not change from bill to bill unless it is changed by the Village Council. The water consumption charge and sewer charge depend on how much water you use. The water consumption charge pays for water service to your home and the sewer charge pays for proper disposal of the water that is used. The SSO charge is applied toward paying for catch basins that were built at the wastewater plant to comply with DEQ regulations.

Q: Why do I have a water bill when I didn't use any water?

A: A fixed charge is applied each quarter if you have a connected water meter and an active utility account. The charge depends on the size of your meter. See the Village's fee schedule for more information.

Q: What if I want the water meter pulled?

A: To have the water meter pulled, you must fill out a Water Meter and Name Change Request Form. It must be submitted to the Village Office at least 48 hours before you want the water turned off. There is a \$25 charge to pull the meter. There is also a \$25 charge to have the meter reinstalled.

Q: Does the Village need my contact information?

A: Yes. The Village would like to keep updated mailing addresses and current phone numbers on file for efficient billing. Having a current phone number on file will help us contact you quickly if we notice a problem with your billing or water service.

Q: What do I need to do if I am moving?

A: If you are moving, you will need to fill out the Water Account Name Change Request Form. This form must be submitted to the Village Office at least 48 hours before the utility account is changing names. By filling out this form, the Village will know when to stop billing the current resident for water and start billing the new resident. Failure to submit this form in a timely manner may cause a disruption in water service.

If you have recently moved to the Village and have not filled out a Water Account Name Change Request Form, please contact the Village as soon as possible so we can ensure the account is in the right name and is mailed to you correctly. You are responsible for the water bill if you own the home even if you have not filled out the form.

Q: I didn't know I had a water leak until I got a high water bill. What can I do?

A: You may qualify for a water leak credit on your account. Please read the Water Leak Credit Policy and Application Form. If you believe you qualify for a credit, fill out the form and submit the application and any relevant materials to the Village office.

Q: If this is the first time I have paid my bill late, can the late fee be waived?

A: No. The water utility ordinance does not give the Village Manager the authority to waive late fees for any reason. The late fee penalty is currently 10% of the billed charges.

Q: Can I view and pay my water bill online?

A: Yes. On the Village website, click on "Make Payments Online" at the top of the home screen. You will need to sign up and create a user ID and Password to be able to view your bill and make online payments. There is a nominal fee for making online payments.