

# Village of EVERGREEN PARK



## Water Bill Management

### We have all seen the increases.

And of course, they have affected us all deep in our pocketbooks. In eight years, the purchase price of the water that we buy to serve you has risen 114%. Everybody pays the same rate, and yes, that includes the elected officials and village staff.

### Managing Your Water Bill

Water bills are sent on a quarterly basis.

A water bill that is received, for example, on September 1 reflects usage from May-June-July. If a bill is unpaid thirty days after the due date, a 10% penalty is attached to the balance and your water service becomes in danger of shut off.

You can drop your payment off in the drive-up box located in the Village Hall parking lot (*intended for check-only payments*). You can pay your bill in the Village Hall, as you have several payment options available to you; cash, check or credit card.

You may also elect to sign up for direct debit, wherein the payment is debited directly from the checking account you have assigned.

The best way to keep ahead of your water bill is to be pro-active about it. The new digital water meters allow you to see firsthand how much water you are using. Even though the bills come out quarterly, you can always call our Water Department to check on your water usage.

**Being that water bills are mailed out quarterly, you may still MAKE PAYMENTS towards your next Water Bill.**

**Yes, you can build up a credit on your water account to lessen the amount that would be owed on your next bill.**

**You can make a monthly payment in any amount of at least of \$50  
(If using the drop-box, please remember to include your water account number.)**

So what happens if you get a water bill that seems abnormally high to you?

**Call Water Management immediately at (708) 229-3361**

**First.** . . A representative can check your usage as compared to previous bills. If they see something out of line, it could be indicative of a hidden leak in your home, We can set an appointment for a field operator to inspect your home and find any costly leaks.

**Second.** . . the Village makes payment plans available to you if you have a high bill. The important thing is that you contact the Village IMMEDIATELY. Get the plan started BEFORE the bill is due, and then adhere to the arrangements. Please keep in mind though, even with a payment plan, a 10% penalty will still apply on quarterly overdue balances. Many folks make the mistake of waiting until the bill is two months overdue and on the verge of being shutoff before trying to make payment arrangements. Be pro-active.

### How To Save On Water Costs

Using water wisely is the best way to keep your bills in check.

First, you should constantly be checking your system for leaks. How can you do this? The process is very simple now that the new digital water meters have been installed. Pick a time of day when you know that your water usage is non-existent; you're not running laundry, no sink faucets are running, no dishwashers are in operation, etc. Check your water meter; the digit at the very right end should remain perfectly still if there is no water running. If it even moves up ONE number, you have water running somewhere.

Perhaps a leaky toilet?

They are notorious water hogs. Even if you don't hear it running, it could be a slow leak. Pour a little food coloring into your toilet tank; if the water in the bowl turns that color in 15 minutes, you have a leaky toilet.

An inexpensive fix by a plumber will save you a TON in water usage costs.

**For other cost-saving tips, check us out at  
[www.evergreenpark-ill.com](http://www.evergreenpark-ill.com)**