

# VILLAGE OF WHEELING VILLAGE UTILITY BILLING EXPLANATION

The Village has changed the format of its utility bill to make it easier to read and understand and to provide our customers with better information about the charges associated with Village services. If you have any questions about your bill or the new format, please call the Water Department at (847) 459-2607.

To remit payment by mail, detach the bottom portion of the bill and return it with your payment in the envelope provided, with the remittance address on the stub showing through the window on the envelope. Your standard-sized check and the bottom portion of this bill will fit in the envelope without folding. There are also several other ways in which you can pay your bill including electronic options. Please refer to the Village's website at <http://www.wheelingil.gov/257/Payment-Options> for more information on these other payment options.

**Message Board:**

This area of your bill contains important notices and information about village services, activities and events.

**Account Information:**

This section includes important information about your account including your account number. Please include your account number when paying by check or on any other correspondence.

**Service Address:**

This refers to the address receiving the itemized services listed under **Account Summary**.

**Billing Date:**

The Billing Date refers to the day your bill was prepared and mailed to you. This date does not represent the ending date of usage.

**Meter Reading:**

This section contains the current and previous water meter readings. Your current charges under the **Account Summary** section are for the days of service between those two read dates. **Usage** is shown in units of 1,000 gallons (with a minimum charge of 3,000 gallons per Village ordinance).

**Water Consumption:**

This graph shows your water usage in units for the last two years by billing period (Gray = Previous Year; Blue = Current Year). The graph will not show usage from a previous meter or resident.

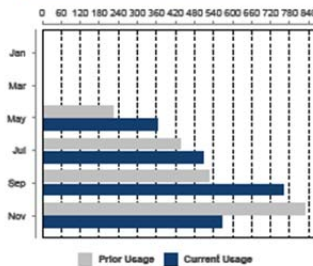


**MESSAGE BOARD**

The Village has changed the format of its utility bill to make it easier to read and understand and to provide our customers with better information about the charges associated with Village services. To learn more about your new bill, please review the Utility Bill Explanation on our website at: <http://www.wheelingil.gov/DocumentCenter/View/1408>.

Village offices will be closed December 28th and January 2nd in recognition of the holidays.

**WATER CONSUMPTION**



**Account Statement**

**ACCOUNT INFORMATION**

ACCOUNT: 0102550009-00  
SERVICE ADDRESS:  
BILLING DATE: 12/03/2016

DUE DATE: 12/23/2016

**METER READING**

FOR 61 DAYS OF SERVICE...FROM 03/01/2016 THROUGH 11/01/2016

PRESENT READING	BILL TYPE	PREVIOUS READING	BILL TYPE	USAGE (1000 GALLONS)
16,984	ACTUAL	16,416	ACTUAL	568

TO AVOID LATE CHARGES PAYMENT MUST BE RECEIVED BY DUE DATE

**ACCOUNT SUMMARY**

BALANCE FORWARD	\$0.00
WATER	\$3,305.76
<b>TOTAL CURRENT CHARGES</b>	<b>\$3,305.76</b>

<b>TOTAL CHARGES DUE BY 12/23/2016</b>	<b>\$3,305.76</b>
<b>TOTAL IF RECEIVED AFTER 12/23/2016</b>	<b>\$3,636.34</b>



A 10% LATE PENALTY WILL BE ADDED TO CURRENT CHARGES IF PAYMENT IN FULL IS NOT RECEIVED BY DUE DATE.

RETURN BOTTOM PORTION WITH CHECK PAYABLE TO VILLAGE OF WHEELING AND MAIL IN ENCLOSED ENVELOPE.

**Payment Coupon**

ACCOUNT: 0102550009-00



**AMOUNT DUE BY**

<b>TOTAL CHARGES DUE BY 12/23/2016</b>	<b>\$3,305.76</b>
<b>TOTAL CHARGES AFTER 12/23/2016</b>	<b>\$3,636.34</b>

**AMOUNT ENCLOSED**

SCH 5-DIGIT 60020  
VILLAGE OF WHEELING  
2 COMMUNITY BLVD  
WHEELING, IL 60090-2728

12 (0000139)  
28-134-05



VILLAGE OF WHEELING  
PO BOX 4898  
CHICAGO, IL 60680-4898

0102550009007000330576

DO NOT FOLD. PLEASE ALLOW SUFFICIENT DELIVERY TIME WHEN MAILING YOUR PAYMENT.

**IMPORTANT PHONE NUMBERS:**

Reach our Utility Billing Department at **(847) 459-2607**

- Questions about your utility bill
- How to start/stop service
- Real Estate Transfer Stamp Questions

Reach our Public Works Department at **(847) 279-6900**

- Water quality questions
- Report a water main break
- Obtain a toilet test

**Billing Cycle:** Bills are issued bi-monthly. Utility bills are issued the day before the last day of the month in most cases. The date is occasionally adjusted to account for holidays or weekend.

Approximate Timeline for the Utility Billing Process:

Day 1	Day 20	Day 21	Day 30	Day 50	Day 53
Bill is mailed	Current amount due	Penalty added	Disconnection Notice Mailed	Disconnection Notice placed on door	Service Disconnection

**Explanation of Charges (Service Date After 1/1/2022)**

- Water (Usage per 1,000 gallons).....\$6.89
  - Sewer (Usage per 1,000 gallons).....\$1.71
  - SWANCC Fee\*.....\$2.70
  - Stormwater\*\*.....\$7.00
  - Minimum Bill (up to 3,000 gallons).....\$35.50
- \* Solid Waste Agency of Northern Cook County Fee (SWANCC) - \$1.35 per residential unit per month.
- \*\* Stormwater - All single-family residential properties will be charged \$3.50 each month, while all other non-single family parcels (e.g. Commercial, Industrial, Multi-Family) will be charged a multiple of \$3.50 based on the amount of impervious area located on their property.

**Past due charges:**

A 10% penalty will be added to your account if payment is not received by the due date. Failure to receive the bill does not exempt you from penalty charges.

**DIRECT PAY PLAN:**

Call (847) 459-2607 or visit <http://www.wheelingil.gov> for an application. A voided check must accompany your application.

**TO PAY ONLINE:**

Pay by credit card and view your water bill on-line: <https://webpayments.wheelingil.gov/egovplus/>

**TO PAY BY MAIL:**

Please use the enclosed envelope and send your payment to our Water Billing Lockbox address: Village of Wheeling, PO Box 4898, Chicago, IL 60680-4898. The Lockbox is for water bill payments only.

**DROP BOX:**

Customers may also use the drop box located in the side parking lot of Village Hall. Payments placed in the drop box are retrieved at 6:30 AM Monday through Friday. Payments made after this time will not be credited until the next day.

**TO PAY IN PERSON:**

Please come to the Village Hall building located at 2 Community Blvd., Wheeling, IL. Payments are accepted at the Finance Department front counter from 8:00 AM to 5:00 PM Monday through Friday, not including holidays.

**Moving:**

Please notify the Village at least seven (7) days prior to moving to arrange a final reading. You must pay your final water bill and obtain a real estate transfer stamp from the Village before you close on the sale or transfer of your home or business.

**Shut-Off Procedures:**

If payment is not received in our office by the shut-off date shown on the shut-off notice, your water service will be disconnected. Service will not be resumed until the amount due plus an additional trip fee - \$73.00 (8:00 AM-3:00 PM) or \$145.75 (3:00 PM-4:30 PM) weekdays is paid. Water service may also be discontinued due to non-compliance with a request for meter maintenance.

**Meter Information:**

Most unusually high bills are due to leaks. You are responsible for all water consumed on your premises. For any questions and concerns about high or low usage, please call (847) 459-2607.

**RETURN THIS PORTION WITH YOUR PAYMENT FOR PROPER CREDIT  
MAKE SURE VILLAGE ADDRESS SHOWS THROUGH WINDOW**

VILLAGE OF WHEELING  
PO BOX 4898  
CHICAGO, IL 60680-4898

