

# FREQUENTLY ASKED QUESTIONS REGARDING WATER SERVICE AND BILLING:

**Q: How many services are on the water system?**

**A:** We currently service approximately 5,600 homes and our water system is continuing to expand.

**Q: How often are the meters actually read?**

**A:** Every meter on the Caseyville Water system is read monthly.

**Q: When is the penalty going to be applied to my bill?**

**A:** Payment must be received in the office by 4:30pm on the due date stated on the bill. Penalties will be applied to accounts first thing the next business day. Drop box is emptied at the end of business day on the due date. Any payments in the drop box the following morning are processed as late.

**Q: How can I pay my bill? What are the different payment methods available?**

**A:** We offer direct debit as a free service to our customers. You will still receive a monthly bill and the payment will come out of your checking account on the due date. There is a drive-up window as well as a night-deposit box for after hours. You can stop by the office or mail your payments in. JetPay is available online through the State of Illinois, where you can pay with E-check, credit card, or debit card. You can also pay Jetpay over the phone at 1-855-783-1265. The State of Illinois does charge a convenience fee for using their service that is 2.25% of the amount of your payment or a min of \$1.00 charge on credit cards and \$0.50 on E-checks. We also accept credit card payments in the office.

**Q: I have not seen anyone at my house reading my meter and it appears my meter lid has not been disrupted, so how is it you are reading my meter?**

**A:** Every meter has an ERT (Encoder Receiver Transmitter) attached with an assigned number that correlates to the customer's account in our system. The meter reader uses a laptop and a radio transmitter that allows him/her to drive around and collect meter reads to bring back to the office which are then imported into the billing software.

**Q: How do I understand the usage on my bill?**

**A:** We now bill to the ten gallons instead of the hundred gallons. For instance, if the meter shows that you used 1,254 gals, your bill will show 1,250 gals instead of showing a 12 like it did previously.

**Q: What is the \$0.65 charge on my bill for?**

**A:** This is the hydrant maintenance charge that is attached to every service account on our water system. This is to help cover the cost of wear and tear on the hydrants and maintenance that is needed or any flushing that we do.

**Q: Why do some bills have a \$5.00 charge listed as S RESIDENT and some do not? What is this for?**

**A:** This is the sewer maintenance charge for those in town residents who are on sewer. This charge simply covers the maintenance of the sewer lines, it DOES NOT cover the treatment and disposal of the sewage waste, which is why these customers also receive a separate bill from the sewer company.

**Q: What do I do if my usage seems elevated and we have done nothing differently around the house to justify this?**

**A:** We always suggest starting with checking the toilets. Toilets can be the biggest culprit when it comes to unexplained higher usage. You cannot always hear this leak and a lot of water can seep through a toilet unnoticed. A great way to check for this is to put food dye in the tank and leave the toilet unflushed for 20 mins or so. If any of the dye has worked its way into the bowl or has disappeared from the tank completely, you have water leaking and the toilet needs repaired as soon as possible.

**Q: My meter reading is extremely high and does not seem correct. Is there any way to check for a Leak?**

**A:** If indeed there is a huge spike in usage and you have not filled a pool, been running sprinklers or doing anything that would have used an excessive amount of water AND you have checked your toilets, we can send someone to check the leak indicator on the meter to see if it is spinning. We can also meet you at the home and have you shut the main off inside the house to see if the meter is indicating any water still moving through the line. This is how we help determine if the customer has a leak in the line between the house and meter or if there is a problem in the pit.

**Q: What if a pipe breaks and I have a leak in my house?**

**A:** You should have a main shut off inside the home. This is where you can shut the water supply off to the house in case of emergency. If you do not have one of these, you must call our office so we can send someone out to shut the water off at the meter. **DO NOT** get in the meter pit and shut the water off yourself. Before water will be turned back on, a main shut off will need to be installed in the house.

**Q: How can you tell what is going through the meter and if the meter is correct?**

**A:** If the reading appears high or questionable, we can run a field deployment on the Meter which dates back 30 days on the meter and shows us the activity on the meter during that time frame day by day and hour by hour. This is exceptionally helpful to determine that the reason for high usage in many cases is sprinklers kicking on at the same time during scheduled days of the week.

**Q: Why is there a previous balance on my bill when I paid my past bill already?**

**A:** Depending on when you made your payment, it may not have been posted to your account when the new bills were printed. If you paid on the first of the month or after, the new bills were already in the process of being calculated and sent out, so your payment will not be reflected on that bill but will be applied to your account in the system.

**Q: Can I make a payment arrangement on my water bill?**

**A:** We no longer make payment arrangements on water bills unless the bill is large due to a leak.

**Q: What makes an account delinquent or subject to disconnection?**

**A:** If there is an unpaid balance on the account that has been carried for more than 30 days past the due date, the service is subject to be shut off. For example, if your July bill has not been paid when delinquents (pink bills) are ran in September, your account will be delinquent and if not paid by the end of September, the service will be turned off. If the account falls delinquent is isn't paid prior to the start of the business day on the scheduled turn off day, there is a \$30.00 delinquent fee added to the account.

**Q: Why is there a "cr" next to the amount due on my water bill?**

**A:** The "cr" next to the amount on your water bill means this is a "credit". You do Not owe anything at this time if you see this printed on your bill.

**Q: Is there a reason why I had all of my mail forwarded and yet I am still not receiving my Water bill?**

**A:** The Water Department has "return service requested" printed on all of the water bills which is basically a no forwarding order. This helps us with obtaining useful information from the postal service regarding address changes and occupied or vacant property status.

**Q: What rates am I being charged for water?**

<b>A: Rates are as follows:</b>	<b>IN TOWN</b>	<b>OUT OF TOWN</b>
First 2,000	\$25.98 + .65=\$26.63	\$32.58 + .65=\$33.23
Next 30,000	.075/10 gals	.086/10 gals
Over 32,000	.071/10 gals	.082/10 gals

**Q: I have not been using water at the house and I keep getting a water bill. How can I get billed for no usage?**

**A:** There is a minimum monthly charge to have an active water service turned on at the meter. The minimum bill allows for 0-2,000 gals of water. The min bill in town is \$26.63 and out of town is \$33.23. To avoid this, have the service turned off and the account closed.