

# FREQUENTLY ASKED QUESTIONS

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

**A:** The Village of Caseyville currently supplies water to approximately 6,000 services.

**Q: How often are the meters read and how do the service dates run?**

**A:** Every meter on the Caseyville Water system is read monthly. The service dates run from the 12<sup>th</sup> to the 12<sup>th</sup> of each month. For example, a bill dated June 1<sup>st</sup> is for service dates ranging from April 12<sup>th</sup> to May 12<sup>th</sup>. Please keep these date ranges in mind when there are fluctuations in usage billed to consider how your water consumption changed during that time (house guests, leaks, etc.)

**Q: I have not been receiving my water bill in the mail, are there any other options for billing?**

**A:** Yes! Please call the Water Office at (618) 344-1234 or visit <https://caseyville.org/setup-paperless-billing/> to sign up for paperless bills, which will be emailed on the first business day of each month when water bills are calculated.

**Q: When is a penalty applied to my bill?**

**A:** Payment must be received in the office by 4:30 p.m. on the due date stated on the bill... usually the 21<sup>st</sup> of each month. Otherwise, a 10% late-payment penalty will be applied the next business day. All payments are posted the day they are received. It is the payer's responsibility to allow enough delivery time for mailed payments. The drop box is emptied at the end of business on the due date, so payments placed in the drop box after 4:30 p.m. will be late.

**Q: What payment methods are available?**

**A:** Direct Debit – Direct debit is a free service. Customers may enroll by providing a voided check and completing this application form: <https://caseyville.org/wp-content/uploads/2019/01/water-pay-auto-application-form.pdf>. The balance will be automatically deducted from the payer's checking account on each monthly due date (normally the 21<sup>st</sup>) via ACH.

In person – All payment types are accepted at Village Hall either in the lobby or drive-up window. There is a 2.25% convenience fee for credit/debit cards or \$0.50 for e-checks. There's a drop box in the drive-up lane for checks left after business hours.

Online – Credit/debit card and e-check payments may be made online at <https://magic.collectorsolutions.com/magic-ui/Login/village-of-caseyville>. Payers may use their 10-digit account numbers to look up balances, create Illinois ePay accounts or make one-time payments. There is a 2.25% convenience fee for credit/debit cards or \$0.50 for e-checks. (This payment method may be blocked after three consecutive returned payments.)

Telephone – Credit/debit card and e-check payments may be made via interactive voice response by calling (855) 783-1265. Payer must know his/her 10-digit account number to use

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this service. There is a 2.25% convenience fee for credit/debit cards or \$0.50 for e-checks.

Mail – Checks can be mailed to Village Hall at 909 South Main Street Caseyville, IL 62232. Staff recommends using other payment methods due to nationwide slowdowns in delivery from the U.S. Postal Service.

## **Q: How is my meter read?**

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

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

**A:** The water rate is applied to every ten gallons of water consumed. For instance, if 1,254 gallons of water passed through the meter, your bill will show usage of 1,250. This changed in June of 2021; previous water bills indicated usage of 12 to represent 1,200 gallons of water.

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

**A:** Toilets are the biggest culprit when it comes to unexplained high usage. You cannot always hear water can flow through a toilet and a lot of water can be lost. A great way to check for this is to put food dye in the tank and leave the toilet for about twenty minutes. If any of the dye has worked its way into the bowl without flushing or has disappeared from the tank completely, 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 you have already checked your toilets for leaks, please call the Water Office at (618) 344-1234. They will review your usage and possibly send someone to check the leak indicator on the water meter. That person can also determine if you have an inside or outside leak (between the house and meter) by having you shut off the water main inside the home and see if there's still water registering on the meter.

## **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, you must call the Water Office 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: Is there a fee if I need my water turned off or on temporarily due to travel or repairs?**

**A:** Per Village Ordinance, a \$25.00 service fee will be added to the account for each trip made out during business hours. Please note that the emergency call-out fee after business hours is

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significantly higher (\$150-\$200.)

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

**A:** The Village of Caseyville has invested in the most modern and reliable meter reading technology. If the reading appears high or questionable, the Water Office can run a report that shows hourly water usage for the past 30 days. This often helps identify leaks in a timely manner or routine usage such as sprinklers kicking on at the same time each day 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 calculated, so your payment will not be reflected on that bill but was applied to your account. You may call the Water Office at (618) 344-1234 to check your balance at any time.

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

**A:** If you've repaired a significant leak, please feel free to call the Water Office at (618) 344-1234 to make a payment arrangement. Extensions on regular, monthly water usage are not allowed.

**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 water service is subject to disconnection. For example, if your July bill has not been paid when delinquents (pink bills) are mailed in September, your account is delinquent and if not paid by the end of September, the water service will be turned off. If the delinquent balance isn't paid prior to the start of the business day on the scheduled turn off day, there will be a \$50.00 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 balance. You have previously overpaid and do not owe anything at this time.

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

**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 even if the home is empty with the main or meter turned off. All active accounts in the billing system will receive a monthly bill. The minimum bill allows for 0-2,000 gallons of water. The minimum bill in town is \$40.14 and out of town is \$50.17. To avoid this, it is important the customer calls to request the account be closed.

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