

UNDERSTANDING YOUR UTILITY BILL

This document is to help residents understand the monthly utility bill. Included are the types of charges, and things to consider if you have questions regarding the amount billed.

In the sample bill below, the 3 areas highlighted indicate the following:

- Service dates the bill covers (red)
- Current and past due charges (blue)
- Detail of service charges (green)

PLEASE RETURN THIS PORTION WITH PAYMENT. ALLOW 5 DAYS FOR MAIL DELIVERY.

Mail Date: Mar 01, 2022		Account No: [REDACTED]
Service From: Jan 21, 2022	[REDACTED]	
Service To: Feb 21, 2022	[REDACTED]	
Due on or before: Mar 20, 2022		Service Address: [REDACTED]
MINONK IL 61760-		
CITY OF MINONK 670 CHESTNUT STREET MINONK IL 61760-1272		Total Current Charges: 73.19 Past Due Balance: .00 Total Amount Due By 03/20/22: 73.19 Amount Due On 03/21/2022: 79.85
309-432-2558		

Account No	Mail Date	Service From	Service To	Service Address
[REDACTED]	Mar 01, 2022	Jan 21, 2022	Feb 21, 2022	[REDACTED]

Service Description	Previous	Present	Consumption	Charge
DEBT PYM SEWER.....				6.59
PICKUP REFUSE.....				19.00
USAGE SEWER.....	19500	19900	400	23.44
USE WATER.....	19500	19900	400	24.16

Current Charges: \$ 73.19	Total Due By 03/20/22: \$ 73.19
Past Due Charges: \$.00	Total Due On 03/21/22: \$ 79.85

FOR YOUR CONVENIENCE, DIRECT DEBIT FOR WATER BILLS IS AVAILABLE. STOP BY CITY HALL TO COMPLETE A FORM.

In the blue section new charges and charges not paid from the previous bill are listed. Also included are the due dates. The first date indicates the amount due **without penalty**. If payment is made on or after the second date, the account has been assessed a 10% penalty fee on trash, water and sewer charges. If there is ever a negative amount shown (see example bellow) it means an overpayment was made previously and reflects a credit on the account.

Total Current Charges:	61.29
Past Due Balance:	3.85-

The green section provides a detail of new charges and are explained below:

- DEBT PYM SEWE** This is a sewer surcharge the City Council approved back in 2017 to help pay for the new sewer plant that was completed in 2018.
- PICKUP REFUSE** This is the charge for trash service.
- USAGE SEWER** Charges for sewer
- USE WATER** Charges for water

Sewer and water charges are calculated based on the meter readings (listed under the **Previous** and **Present** column headers). **The software automatically rounds to the nearest 100 cubic feet to determine the consumption amount and then calculates the charges.**

In the example below two additional items are shown:

- PREV. BALANCE** This will indicate any past due balance still owed.

NOTICE CHARGE
payment was due.)

\$10 Charge for sending out a delinquency/shut off warning notice. (Mailed the 25th of the month

Service Description	Previous	Present	Consumption	Charge
PREV. BALANCE.....				59.60
DEBT PYM SEWER.....				6.59
NOTICE CHARGE.....				10.00
PICKUP REFUSE.....				19.00
USAGE SEWER.....	58900	59300	400	23.44
USE WATER.....	58900	59300	400	24.16

THINGS TO CONSIDER IF YOU HAVE QUESTIONS ABOUT YOUR BILL

- Look at the consumption rate. Compare to previous bills. If it is up only 100 cubic feet, it could be due to rounding. For example, if the previous month’s consumption was between 500-549, the software rounds down and bills for 500 cubic feet. If consumption was 550-600 it rounds up and bills for 600 cubic feet.
- It’s not realistic to compare your bill to others. Unless there is an overall rate change (which the city will indicate by a comment on the bill or otherwise relayed to the community) differences in water usage will vary household to household.
- If consumption use is much higher than normal, do the following:

Check the service dates - Did you have extra people in the household for a few days? Are faucets dripping? Is your water heater developing a leak? Do you have a humidifier connected to your furnace that would run more often during colder days? Did the service dates cover periods of extreme cold when you let water drip to keep pipes from freezing? Did you water plants or your yard during hot/dry seasons? Did someone forget to turn off an outside faucet? Check your toilets for a leak. Just because you don’t hear it running or see water moving in the bowl, there could be slow leak. Put a bit of food coloring or a dye strip (available at City Hall) in the tank and let it sit. If coloring seeps into the bowl, then you have a leak. These are only a few possibilities to consider.

If you have access to your water meter, most of the city meters have what’s called a leak detector that can be another indicator of a possible leak. There may be a cap over the meter face. Lift it up and the leak detector is the blue part seen under the red needle in the photo below. When nothing in the house is drawing water, there should be no movement (spinning) of the blue piece. If it is moving, there is a leak somewhere and could be from a pipe you cannot see.



Lastly, if you have questions, please call us at City Hall (309) 432-2558. We are happy to talk to you about any questions you may have.