

Understanding Your Bill

Always an 8-digit number that is tied to the property address and your name.

This is the current reading on your water meter, as of the "Service To" Date.

This is the reading that you had on your water meter as of the "Service From" Date.

This gives you the amount of water (per 1,000 gallons) you used from the "Service From" and "Service To" Date. This will be rounded to the nearest 1,000 gallons and that amount determines the price of your Water, Sewer, and EPA charges each month.

Due Date will change from month to month; However, the due date will always be the second Friday of the Month.

Your receipt	
ACCOUNT NUMBER	DATE BILL MAILED
Account Number	Date the Water Clerk Mailed the Bills
PRESENT READING	SERVICE FROM
Present Reading	Start of Billing Cycle
PREVIOUS READING	SERVICE TO
Previous Reading	End of Billing Cycle
UNITS USED	DAYS USED
Units Used	Number of days in Billing Cycle
DESCRIPTION	AMOUNT
This is where you see the itemized bill. Standard accounts include: Water, Sewer, Garbage, Utility Surcharge, and EPA CSO 1&2. <u>Water, Sewer, and EPA are all based off of your units used;</u> whereas, Garbage and Utility Surcharge are flat rates.	This is where you see the bill's numerical breakdown. Water, Sewer, and EPA are \$5.36, \$3.13, and \$1.08 respectively; whereas, Garbage and Utility Surcharge are flat rates at \$10 and \$7 respectively.
CURRENT BILL DUE DATE	AMOUNT DUE
Due Date for Payment	Amount Due
AMOUNT DUE AFTER DUE DATE	Amount Due AFTER Due Date

SERVICE ADDRESS:
Address associated with the Water/Garbage Services

KEEP THIS STUB FOR YOUR RECORDS

This is the amount that we will need if you are paying AFTER the due date. This amount includes the 15% late fee that gets added to the account if a (full) payment is not made before the due date. **To avoid disconnection (by the date listed in the disconnection notice), you are expected to pay THIS amount and not the amount due.**

RETURN THIS STUB WITH PAYMENT TO:
CITY OF HAVANA
227 WEST MAIN STREET
HAVANA, IL 62644
(309) 543-6133

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
HAVANA, IL
PERMIT #1

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE AFTER DUE DATE	AMOUNT DUE BY DUE DATE
Account Number	Due Date	Amount Due AFTER Due Date	Amount Due

DISCONNECTION FOR NON-PAYMENT BEGINS MM/DD/YY. \$50 FINE FOR SERVICE RECONNECTION. \$25 FINE FOR NONSUFFICIENT CHECKS OR DRAFTS

RETURN SERVICE REQUESTED

Your Name
Your Mailing Address
Town, STATE ZIP

Water Clerk's Payment/Account Stub – Please provide this at time of payment

This Disconnection Notice that is on every bill and it states that we will disconnect service if the bill is not paid by the date Month/Day/Year. This date is exactly 7 days after the due date and is also known as the "Shut-off Date". This notice also specifies the fine amounts for reconnection and writing/passing a bad check or ACH payment.