







## BILLING SCHEDULE

 <b>1<sup>st</sup></b>	 <b>29<sup>th</sup></b>	 <b>30<sup>th</sup></b>	 <b>1<sup>st</sup></b>	 <b>15<sup>th</sup></b>	 <b>29<sup>th</sup></b>
<b>BILL MAILED</b>	<b>CURRENT CHARGES DUE</b>	<b>PENALTY ASSESSED</b>	<b>BILL MAILED</b>	<b>DISCONNECTION NOTICE MAILED</b>	<b>SERVICE DISCONNECTED</b>

IF THE DUE DATE FALLS ON A SATURDAY, SUNDAY, OR LEGAL HOLIDAY, THE NEXT BUSINESS DAY IS THE DUE DATE

## TERMS AND CONDITIONS

- Property Owner Responsible for Payment** - The Village of Volo provides water and/or garbage service to the property being served. The owner, occupant, and user of the service are jointly and severally liable to pay for such service; however, the property owner is ultimately responsible for payment thereof. It is the property owner's responsibility to ensure payment is made for a tenant's water and/or garbage service.
- Water Charges** - Effective May 1, 2016, the base charge for water service is \$32.50 per month, which includes 5,000 gallons. Additional water usage is billed at the rate of \$6.50 per 1,000 gallons.
- Garbage Charges** - Effective May 1, 2016, the base charge for garbage service is \$23.00 per month.
- Service Required** - Service (water and/or garbage) cannot be suspended or discontinued.
- E-Bill & Auto-Pay** - Receive your monthly water bill by email (E-Bill) and have the total amount due automatically transferred from your bank account (Auto-Pay). To enroll, please visit [www.villageofvolo.com](http://www.villageofvolo.com). For more information, please contact Village Hall at (847) 740-6982.
- Payment Types** - Payment may be made by cash, check, or credit card (Visa, MasterCard, or Discover) at the front counter of Village Hall. Payment may be made by credit card online at [www.villageofvolo.com](http://www.villageofvolo.com) or by phone at 855-857-3627. No convenience fees are charged.
- Drop Box** - A payment drop box, accessible 24 hours a day, is located at the entrance of Village Hall. Please do not deposit cash in the drop box.
- Due Date** - Payments are due by 4:00 PM on the due date. Payments received after 4:00 PM are posted the next business day. Please allow 7-10 days if mailing payment or using your bank's online bill payment service.
- Late Payment Penalty** - A 10% penalty will be assessed on any unpaid current charges on the 30<sup>th</sup> of the month. Payment must be RECEIVED by the due date to avoid the penalty. Failure to receive bill or payment does NOT exempt the customer from the obligation to pay the bill or the applicable penalty.
- Disconnection Notice; Fee** - If your previous balance is not paid in full by the 15<sup>th</sup> of the month, a disconnection notice will be mailed and a disconnection notice fee (\$25.00) will be assessed.
- Disconnection; Fee** - If your previous balance and fees are not paid in full within fourteen (14) days of the disconnection notice, your water service will be disconnected and a disconnection fee (\$50.00) will be assessed when personnel are dispatched to disconnect service. All past due charges must be paid in full to resume service.
- NSF Checks** - A \$25.00 service charge is applied for each returned check.
- Moving?** - Please contact Village Hall at (847) 740-6982 one (1) week prior to your move date to schedule a final reading.
- Sewer Service** - Lakes Region Sanitary District provides sewer service to all residents except those in Remington Pointe, which is served by the Village of Fox Lake. You will receive a separate bill for sewer service from Lakes Region Sanitary District or the Village of Fox Lake.  
  
For questions regarding your sewer bill, please contact the applicable agency:
  - Lakes Region Sanitary District - (847) 973-8940
  - Village of Fox Lake - (847) 587-3945

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500 S. Fish Lake Road • Volo, IL 60073  
(847) 740-6982  
[www.villageofvolo.com](http://www.villageofvolo.com)

Village Hall Hours: 8:00 AM - 4:00 PM, Monday - Friday