







## BILLING SCHEDULE

					
<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.
  - Service Required** - Service (water and/or garbage) cannot be suspended or discontinued.
  - Service Fee (Water Service)** - \$15.00 per month (1" water meter)\*.  
*\*The service fee for water service is based on water meter size.*
  - Water Rate** - \$4.50 per 1,000 gallons; 1,000 gallon minimum.
  - Garbage Rates** - \$23.50 per month (95-gallon cart) STANDARD  
\$21.75 per month (65-gallon cart)  
\$20.00 per month (35-gallon cart)
  - 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).
  - Auto-Pay Discount** - \$5.00 will be credited toward the \$15.00 service fee for water service each month your water bill is paid via Auto-Pay.
  - 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 Fee** - A \$25.00 service charge is applied for each returned payment.
  - Moving?** - Please contact Village Hall at (847) 740-6982 one (1) week prior to your move date to schedule a final reading.
  - Sewer Service** - Lake County Public Works 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 Lake County Public Works or the Village of Fox Lake.
- For questions regarding your sewer bill, please contact:
- Lake County Public Works - (847) 973-8940
  - Village of Fox Lake - (847) 587-3945



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