

FAQs

What is a Capital Charge? Why does it seem so high?

Over the years we have had residents inquire as to why we have a capital charge and if the capital charge is for sewer, why do we pay RRWRD (now known as Four Rivers Sanitation Authority) as well for sewer. This Capital Charge is how the village is paying for the approximately \$11,000,000.00 cost to have RRWRD take over our facility and provide us with a much more robust sewer system. We also decided to stay with a hybrid of a fixed, minimum amount, so every property owner pays something toward that amount, but then we continued to use the rate per 1,000 gallons, since we felt that a household that uses more water should pay more towards this expense.

President Eubank wrote a very informative piece in the [Fall 2021 newsletter](#) if you would like more information on the Capital Charge.

What are the payment options I have available for paying my utility bill?

You can pay in one of four ways. You can call (877) 712-3629 to pay over the phone. You can come into the Village Hall to set up ACH or drop off a payment in our drop-box slot located on the front of the Village Hall building. ACH is an automatic debit from a checking or savings account each month; set it and forget it. The last option is to pay online from our website. [Pay my Utility Bill](#).

Why does my water bill seem so high in the summer?

If this seems like a sudden increase, chances are that there is a toilet running, a hose spigot is on, or your water softener is running consistently. If this is a more gradual increase, take a look at how often you are watering the grass and flowers? Do you have a sprinkler system? Do you have a pool that was filled or topped off? Remember- the water that flows through the meter is charged, regardless of what is done with that water.

My water bill spiked dramatically, what can I do?

First, check for leaks, running toilets, spigots outside that got left on, or whether your water softener is running consistently. If none of these problems are affecting your home, give the Village Hall a call to further assist.

Pay Online

Billing and Payment Questions?

Call (815) 335-2020 for general questions. (Village Hall cannot process payments over the phone)

Monday - Thursday: 8:00 a.m. to 4:00 p.m.

Utility Bills are mailed by the 1st of each month, and due on the 15th.

Payments by phone (877) 712-3629

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