



Water & Sewer Department

CITY OF FREEPORT

314 W STEPHENSON STREET, SUITE 010, FREEPORT, ILLINOIS 61032

Telephone: 815.233.0111

25 May 2018

Residents of the City of Freeport:

The Water & Sewer Department has changed the timeline in the billing for late charges and non-paid turn-off dates and want to inform you of such. The City Council approved these changes earlier this year. Some of the timelines have already been in place, while others have been modified to conform to Illinois statutes.

These procedures will become effective June 25, 2018.

The new timeline is:

- After the bill has been generated and mailed, the postmark on the envelope starts the clock as to when the bill is due. This is 15 days. On the day after the bill is due a late charge will be applied on the overdue portion.
- If any amounts due, including late charges remain unpaid for a period of ten (10) days after the due date the City shall mail to the customer, a notice of delinquency specifying a date by which the delinquent bill shall be paid or on which services will be disconnected. This date will not be less than fifteen (15) days after the date of mailing.
- To avoid turn off, the bill must be paid in the Billing Office, and NOT in the drop box, online or over the phone

As a reminder, bills and notices are mailed to the customer's last known address on file. Failure to receive a bill will not relieve the customer from obligation of payment.

If you have any questions or concerns, please contact the billing office at wsbilling@cityoffreeport.org, or 815.233.0111.

Thank You.

Tom Kopanski
Director of Utility Operations
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