



# *City of Jacksonville, Illinois*

## **MUNICIPAL UTILITIES**

200 West Douglas, Jacksonville, Illinois 62650-2040

Telephone: (217)479-4615 Fax: (217)245-2822

Text: (217)370-4122 [www.jacksonvilleil.com](http://www.jacksonvilleil.com)

## **Office Policies**

### **New Customers/ Application**

If you are a new customer wishing to obtain service you will need to apply in person at the Municipal Utilities Business Office. The office is located at 200 W. Douglas. The office hours are Monday - Friday from 8:00 am to 4:30 pm.

You will be required to complete a service application and provide two forms of identification, at least one of which must bear a photograph of the holder (e.g., driver's license, state ID card, FOID card). Examples of secondary forms of identification that may be used are social security cards and credit cards. In addition, all rental accounts must be approved by the property owner before the account can be put in the renter's name.

All previous unpaid balances owed to Municipal Utilities must be paid before water/sewer services will be granted. The City will not open an account in any name if we have reason to believe that a person, who has an uncollected account balance, will be living at that address.

Applications for service will be denied if the applicant has an outstanding balance due to the City of Jacksonville for any judgment, fine, penalty, traffic or parking ticket, or any other cause, charges or reimbursement due the City of Jacksonville.

Applicants for utility service must indicate that regular trash service will be maintained at the property for which utility services are sought. Failure to maintain regular trash service at any residence, or otherwise provide for regular trash removal, in the City of Jacksonville may result in termination of utility services.

Applications for service may be denied if the premises to be served have been designated by the Building Inspector as having one or more of the following Public Nuisances:

The physical condition, or uses of any premises regarded as a public nuisance at common law; or

1. Any physical condition, use or occupancy of any premises or its appurtenances considered an attractive nuisance to children, including, but not limited to, abandoned wells, shafts, basements, excavations and unsafe fences or structures; or
2. Any premises which has unsanitary sewerage or plumbing facilities and/or water leaks; or
3. Any premises designated as unsafe for human habitation or use, including, but not limited to, rodent or insect infestation; or
4. Any premises which is manifestly capable of being a fire hazard, or manifestly unsafe or insecure as to endanger life, limb or property, including property damages by fire to the extent as not to provide shelter, in danger of collapse or failure and dangerous to anyone on or near the premises; or

5. Any premises which is unsanitary, or which is littered with rubbish or garbage, or which has an uncontrolled growth of weeds; or

6. Any structure or building that is in a state of dilapidation, deterioration or decay, faulty construction; open or vacant and the doors, windows, or other openings are boarded up or secured, by any means other than conventional methods used in the design of the building or permitted for new construction of similar type.

An inspection of the property will be required, and the nuisance or nuisances abated, prior to processing the application for service.

IF THE WATER IS OFF, the application and deposit must be completed before we can turn the water on. After the application and deposit are complete, we can schedule a timed appointment to turn the water on.

## **Deposit Information**

A \$100.00 deposit will be required for all new accounts. The deposit will not be required for new accounts opened by current utility customers who have received service for at least one year, and have a good payment history (no more than three late payments per year).

The deposit will not be considered as an advance payment for any service. Charges on unpaid accounts will be considered delinquent notwithstanding the existence of the deposit, and the customer will not have the right to compel the City to apply the deposit to any account to avoid delinquency.

Deposits are mandatory on all new accounts and are held as long as the account is active. When an account is closed, the deposit will be transferred to the customer's new address (if it is located in Jacksonville), or applied toward any bill owed and a refund check will be given to the customer for the remaining deposit amount. For transferred deposits, the final bill from the previous address needs to be paid (by the due date on the bill) or water services will be terminated at the new address.

Existing customers will be required to pay a deposit if their account is disconnected for non-payment.

No interest will be paid on the deposit.

## **Bills**

All accounts are billed monthly. A 10% penalty will be applied to all bills not paid within 15 days. The penalty will be figured using the current unpaid billed amount.

If you receive a bill that is extraordinarily high, please contact our office as soon as possible. We will send our service representative out (free of charge) to check for leaks and re-read the meter.

## **Payments**

**Your payment options include:**

**Cash/Check/Credit Card** - Municipal Utilities business office (inside or drive-thru), mail, outside drop-off box

**Online payments** - Credit Card, Debit Card, Electronic Check (<https://Jacksonville.merchantransact.com>)

**Direct Debit** - Payment taken directly out of your checking or savings account every month

There will be a \$10.00 collection fee for all payments collected by our Service Representative.

## **Water Disconnection Policy & Reconnection Fees**

All accounts are considered past due and delinquent after 30 days, from the bill date, and are subject to having service discontinued. Any service disconnected for non-payment shall remain disconnected until all delinquent amounts, as well as a \$15.00 reconnection fee, have been paid in full. You will also be required to complete an application and pay a \$100.00 deposit if we don't have one for your account.

If you receive a yellow disconnection notice and need to make special payment arrangements, please call (217)479-3533. As long as your payment is paid, as agreed upon by you and the Utility Department, your water services will not be disconnected. **NO PAYMENT ARRANGEMENTS WILL BE MADE IF YOU HAVE RECEIVED A RED (OR SALMON COLORED) WATER DISCONNECTION NOTICE!!!**

Water reconnections are done on the same day the payment is made, if it is before 4:00pm. Someone will need to be home to make sure that no water is running when the reconnection is made. If the payment is made after 4:00pm the water reconnection will be done the following business day.

All payments made for water reconnections must be paid by cash, money order, or credit card. No personal checks will be accepted.

There will be a \$25.00 fee added to any account where non-sufficient funds have been used for payment. These accounts will be subject to termination without notice.

## **Summer Sewer Rates**

All residential customers will automatically be included in the summer sewer program. Customers who water lawns frequently, or use more water than in the winter months, will benefit from the special summer rate for sewer service. You will not be penalized by being on the program – if your monthly consumption is less than your winter average we will bill you for the actual consumption used for the month.

The sewer billing is based on water consumption. The summer sewer rate freezes the sewer bill at a level based on winter water consumption. All water consumption will be billed at the current rates.

The summer sewer rate applies to billings in June, July, August, and September. It is only available to residential customers and does not apply to businesses, industries or state institutions.

## **Theft of Water Service**

Theft of water service is a serious offense. All violators will be fined and water services will be terminated until the fine is paid. The fines range from \$100.00 to \$500.00 per theft of service offense.

## **Local Debt Recovery Program**

We have an agreement with the State of Illinois Office of Comptroller to help collect debt that is owed to us. All unpaid final water/sewer bills will be turned over to the State to help with collection. Prior to the Comptroller issuing a state check for items such as a tax refund, lottery payout, commercial payment, or payroll check – they will check our list of uncollected debt. The amount owed to us, plus an administration fee, will be deducted from the amount of the check before it is issued to the recipient.