


How to read your water bill

It's important for each resident to manage their water use, and one way to do that is to understand how much water you actually use on a day-to-day basis. Therefore, it is vital that residents know how to read their water bills and how to check their water meters, which can help in verifying a bill and checking for possible leaks.

Reading your water bill

Here is a sample water bill from the Village of Tinley Park.

- Account Information:** This includes billing information such as your account number, your service address, the billing service period and your due date.
- Meter Readings:** This includes meter information such as your meter number and meter reads (in thousands of gallons). The “Use” column is determined by taking your current read and subtracting the previous read. In the provided example, the customer has used 8,000 gallons. The “Estimated” column notes whether your reading was estimated or not – “Y” for yes and “N” for no. Please note that readings are obtained two to three weeks before the bill is issued.
- Special Messages:** This box contains important information that may be of concern to you.
- Current Charges:** This area includes your individual charges for water, storm and sewer service.
- Usage:** This handy consumption graph shows a 12-month graphical representation of your water consumption, including your average gallons per day.
- Amount Due:** This includes your previous balance, payments, credits applied, total current charges and the total amount that is due.
- Payment Coupon:** This portion is to be returned with your payment.

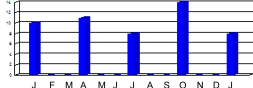


VILLAGE OF TINLEY PARK
16250 S. Oak Park Avenue
Tinley Park, IL 60477-1628
Billing or Service Inquiries: (708) 444-5500

Office Hours for Payments:
Monday - Friday 9:00 AM - 5:00 PM
Saturday 9:00 AM - 1:00 PM

Hours for Service or Repairs
Monday - Friday 8:30 AM - 4:30 PM
Web Info: www.tinleypark.org

JOHN & JANE DOE
123 MAIN ST
TINLEY PARK, IL 60477

usage


Days-Billing Cycle: 88 Usage: 8 Gallons Per Day: 90.91
Usage is measured in MGL (thousand gallons)

account information

1

Account Number:	000000-001
Service Address:	123 MAIN ST
Last Payment:	10/20/14
AMOUNT:	\$136.55
Billing Dates:	10/01/14 To 12/31/14
Due Date:	01/20/2015

meter readings

2

Meter #	Prev Read	Curr Read	Usage (MGL)	Estimated
2000000000	522	530	8	N

special messages

3

Vehicle stickers will be sold 4/1/15 through 6/30/15.

current charges

4

Water	\$75.58
Storm	\$2.48
Sewer	\$16.31

TOTAL CURRENT CHARGES

5

\$94.37

amount due

6

Previous Balance:	\$136.55
Payments:	\$136.55
Credits Applied:	\$0.00
Total Current Charges:	\$94.37
TOTAL AMOUNT DUE	\$94.37

7

PAYMENT COUPON
PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE YOUR CHECK PAYABLE TO:
VILLAGE OF TINLEY PARK

amount due


Total Amount Due By Due Date
Amount Enclosed: **\$94.37**

00000000100094370

Account Number: 000000-001
Service Address: 123 MAIN ST
Due Date: 01/20/2015

JOHN & JANE DOE
123 MAIN ST
TINLEY PARK, IL 60477

VILLAGE OF TINLEY PARK
16250 S. Oak Park Avenue
Tinley Park, IL 60477-1628



How to read your water meter

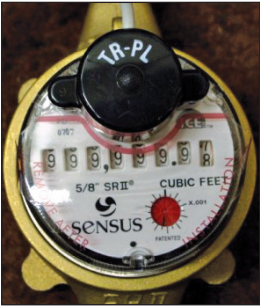
Verifying your water bill is as easy as checking your water meter. Here's how to read a typical home water meter.

Locate your water meter

Locate the water meter on your property. It's usually located inside your home – check your basement or utility closet. Depending on what type you have, reading it will vary:

Mechanical Meter

- Dial:** The dial will rotate when water passes through the meter. One full rotation of the dial equals one gallon of water.
- Odometer:** The odometer records total water use in a similar way as the odometer in your car records miles driven. The water meter odometer records water use in gallons and displays as follows: The digits from right to left represent one gallon, 10 gallons, 100 gallons, and so on. Like a car odometer, the water meter odometer cannot be altered.



Digital Meter

- To Read:** There are nine digits/bars on the Severn Trent/Elster/Sensus iPERL meter at the top of the digital display. Only the first four numbers at the far left will be programmed in 1,000 gallons and read for billing.



How to monitor your water use

The following steps will show you how to determine how much water you use over a period of time.

- Read the odometer and write it down completely. Then write down the date you read it. After a period of days (we suggest seven days), read the odometer again and write it down and write down the date.
- Subtract the first reading from the second reading. This is your water use in gallons during the period.
- Divide the water use in gallons by the number of days between readings. This is your average gallons per day during the period.

You can find more information on specific items on your water bill on the back of the water bill statement or on additional forms included with your water bill statement.

How to watch for leaks

Turn off all water indoors and outdoors including sprinklers, ice maker, etc. The most common type of high usage is that of a leaky toilet; the Village encounters this about 90% of the time. If the meter registers usage, this may indicate a leak in an appliance or pipe. If the meter shows no obvious movement, note the reading on the meter and return in four hours to see if there is any change.

Note: if you use water during that time, the meter reading will change. Water meters measure gallons of water use.



For information regarding your bill, changes in service, or repairs:
Tinley Park Public Works
708-444-5500
Monday - Friday 8:30 a.m. to 5:00 p.m.

ALL READINGS ARE SHOWN IN THOUSANDS OF GALLONS

BILLING PROCESS
Accounts are billed every three months. Bills are normally issued on the first (1st) of the month and due the twentieth (20th).
A 10% penalty fee will be assessed to accounts that are not paid by the due date. A Late Notice will be mailed. To avoid possible disconnection of service, payment of delinquent charges must be paid in full immediately upon receipt of the Late Notice.
To restore disconnected service, all fees must be paid, as well as a \$25 reconnection fee.
A \$25 NSF fee applies to any returned payment.

MOVING? Be sure to call 708-444-5500 for a final reading.
SEWER BACKUP? Call the Village first at 708-444-5500 or after hours call 708-532-9111

ONLINE & AUTOMATIC DEBIT PAYMENTS AVAILABLE
Visit <https://services.tinleypark.org> to make online payments with your Visa or MasterCard credit or debit card or to access your account, billing, and usage information.
Note: Online payments made via our site are posted to your account immediately.

Or, you can also sign up for the EZ-Pay automatic direct debit from checking or savings.
Visit www.tinleypark.org <<http://www.tinleypark.org>> for forms.

Village of Tinley Park

Payment can be made in person at the following locations with cash, check or credit/debit cards (Visa, MasterCard or Discover):

Village Hall
16250 S. Oak Park Avenue
CLERK'S OFFICE HOURS
Monday - Friday, 8:30 a.m. to 5:00 p.m.
Saturday, 9:00 a.m. to 1:00 p.m.
708-444-5000

Police Department (open 24 hours)
7850 W. 183rd St

Mail Payments to the following Address:
PLEASE ALLOW 5 TO 7 DAYS FOR MAILING

Village of Tinley Park
PO Box 975
Bedford Park, IL 60499-0975

A Drop Box is available for your convenience outside the Village Hall.
Thank you for your prompt payment.