

RESUMPTION OF PENALTIES & DISCONNECTION SURVEY

Villa Park

- Starting penalties at the end of August
- Shutoffs will begin in October

Glen Ellyn

- Already charging penalties and performing disconnections
- Payment Plans

Downers Grove

- September to start penalties and disconnections.
- Payment plans

Addison

- Have already begun penalties and disconnections.
- Payment plans.

Wheaton

- Started applying late fees in July.
- No plan for shut offs yet.

Carol Stream

- Starting late fees 8-19-20.
- Started shut offs 7-16-20 with no reconnect fees.

Glendale Heights

- Still haven't heard back from them

Elmhurst

- No plan yet for resumption of disconnections and penalties.



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148-3926
(630) 620-5700 Fax (630) 620-8222
www.villageoflombard.org

Dear Water and Sewer Customers,

Village President
Keith T. Giagnorio

Village Clerk
Sharon Kuderna

Trustees
Dan Whittington, Dist. 1
Anthony Puccio, Dist. 2
Reid Foltyniewicz, Dist. 3
Andrew Honig, Dist. 4
Daniel Militello, Dist. 5
William "Bill" Ware, Dist. 6

Village Manager
Scott R. Niehaus

On March 17, 2020, due to the COVID-19 pandemic, the Village of Lombard in accordance with the Illinois Commerce Commission's order suspended all penalties and disconnections for late water and sewer payments. The Village will resume applying penalties on accounts that have a past due balance after December 24, 2020. The Village will also begin disconnections for any past due balances beginning January 20, 2020.

You can find this announcement and some frequently asked questions on the Village's Water Billing webpage, www.villageoflombard.org/waterbilling. If you have any questions regarding this announcement, please contact our Water Billing Department, 630-620-5920.

Thank you,

Village of Lombard
Water Billing Department

*"Our shared **Vision** for Lombard is a community of excellence exemplified by its government working together with residents and businesses to create a distinctive sense of spirit and an outstanding quality of life."*

*"The **Mission** of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."*



**Village of Lombard
Communications Plan
Resumption of Water Billing Penalties and Disconnections**

**Purpose of the Resumption of Water Billing Penalties and Disconnections
Communications Plan**

On March 17, 2020, due to the COVID-19 pandemic, the Village of Lombard in accordance with the Illinois Commerce Commission's order suspended all penalties and disconnections for late water and sewer payments. The Village will resume applying penalties on accounts that have a past due balance on December 24, 2020. The Village will also begin disconnections for any past due balances beginning January 20, 2020. This communications plan will outline all notifications that water and sewer customers will receive.

Goals:

- Foster positive relationships and maintain transparency with citizens
- Educate residents and businesses that unpaid water bills will be charged penalties (December 24, 2020) and be subject to disconnection (January 20, 2020).
- Provide information on typical questions that arise regarding water bill payments.

Objectives:

- Increase direct communication with customers users by utilizing the various forms of communication available to the Village.
- Reduce negative comments by offering this communication several months ahead of the resumption of penalties and disconnections.
- Provide easy to understand comments that can be disseminated among social media resources by residents

Audiences

The audience this communications plan is directed toward includes:

Public:

1. All resident water and sewer customers
2. All non-resident water and sewer customers

Internal/Village of Lombard:

1. Mayor/Board of Trustees
2. Front desk staff/customer service
3. Staff

External Entities/Organizations

1. DuPage County Water Department
2. Flagg Creek Water Reclamation District
3. Illinois American Water

Key Messages: Beginning in December, any water bill that hasn't been paid will be assessed a penalty.

- If any customer hasn't paid their December 2020 bill by December 24, 2020, a 10% penalty will be applied to their account
- The penalty will only be charged for the bill due on December 24, 2020.
- All other balances that were incurred from March through November 2020 will not be charged a penalty.

Key Messages: Beginning January 1, 2021, any unpaid balance incurred from March through November 2020, may be subject to water disconnection.

- If any customer hasn't paid the past due balance of their account by December 24, 2020, they may have their water disconnected.
- The disconnection applies to the balance of the whole account.
- Disconnections will occur after January 20, 2021 as needed.

Communication Action Plan

In an effort to keep residents, business and community leaders informed of the changes with commuter parking permits, the Village of Lombard has/will execute the following communication efforts in relation to the above messaging:

1. Send a bill insert to all current water and sewer customers.
2. Update website at <http://villageoflombard.org/waterbilling>
3. Send a group message using the WaterSmart portal.
4. Use social media to share information and respond to questions
5. Utilize CallFire for automated phone notifications.
6. Create and distribute FAQ sheet for employees and for resident access

Resumption of Water and Sewer Penalties and Disconnections FAQs

When will the Village begin charging penalties on late payments?

The Village will charge a penalty for any unpaid December bill.

Will I be penalized for my whole account balance?

No, a penalty will only be assessed to the bill that was mailed in December.

When will the Village begin disconnecting water?

Water disconnections will begin starting January 20, 2021 for any account that has a past due account balance after December 24, 2020.

What can I do if I cannot pay my water and sewer bill?

Please call the Water Billing department at 630-620-5920 to review your options.

Can I make my payment online?

Yes, please go to [Water Bill Payment Portal](#) and click on the make a payment icon at the bottom of the page.

Can I have my monthly payment automatically withdrawn from my bank account?

Yes, please go to <https://www.villageoflombard.org/autopay> and submit the form. Please allow up to 2 billing periods for the drafting to begin.

What should I do if my water is disconnected?

Please call 630-620-5920 to make payment and have your water turned back on.

Where can I look at my water usage daily?

Go to the Village's [WaterSmart Portal](#) to view water usage as well as set leak alerts and other items related to your account.