

the village of **ROCKTON** *Illinois*

FREQUENTLY ASKED QUESTIONS REGARDING THE WATER BILL CHANGES EFFECTIVE JUNE 1, 2018

1. Why is my utility bill changing from quarterly to monthly billing?

It is much quicker – and less costly to the resident – for residents to become aware of an issue, such as a leaky pipe, by catching a significantly increased water usage monthly rather than quarterly. Additionally, some residents may find it easier to plan into their monthly household budget.

2. When will the billing cycles change?

The billing cycle will change on June 1, 2018 on this prorated schedule:

- Any account starting with a “1” will receive a three-month bill without the new water maintenance fee.
- Any account starting with a “2” will receive a two-month bill without the new water maintenance fee.
- Any account starting a “3” will receive a one-month bill without the new water maintenance fee.

Please note: those residents on the east side of the Village who are served by the Rock River Water Reclamation District (RRWRD) will remain on RRWRD’s quarterly billing cycle.

3. Why is my utility bill increasing?

Only the water portion of your utility bill is increasing – there are no changes to Village sewer or garbage collection portion. **The water usage rate is not changing, but there is a new maintenance fee of \$13 per month.** The maintenance fee will be used to pay an Illinois Environmental Protection Agency (IEPA) loan for major water system improvements.

4. What is the water maintenance fee paying for?

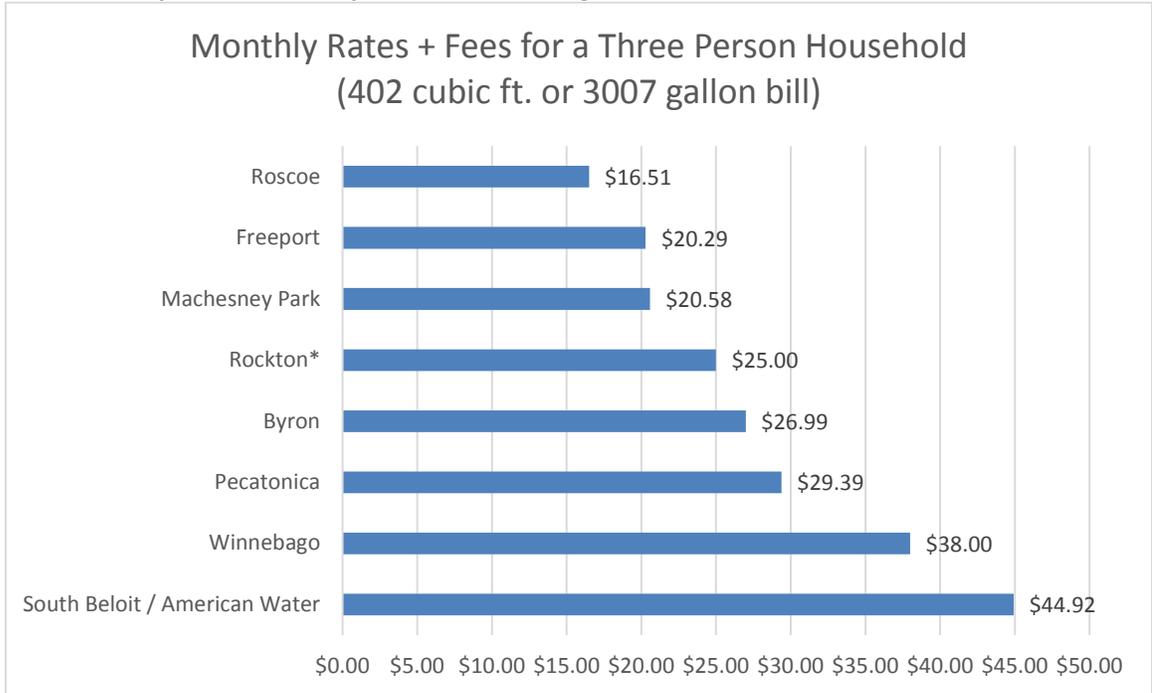
This fee goes towards a large-scale project to:

- Replace undersized and “trouble” watermains (watermains with frequent issues);
- New fire hydrants and main valves to replace out-of-service hydrants and valves;
- A new Wagon Wheel Rd. water tower that will improve poor water pressure for the properties it serves as well as having capacity, maintenance and age issues;
- State of Illinois-mandated watermain upgrades as part of the State’s Route 75 reconstruction project along Blackhawk Blvd.; and
- Cost-effective radio-read water meters to replace existing outdated water meters.

5. Why did the Village choose a maintenance fee rather than a rate increase, making the charge proportional to water usage?

The Village received a low-interest loan from the IEPA, and the loan requires a specific, steady revenue stream and not a variable, rate-based revenue stream. The Village will drop the maintenance fee at the end of the loan in 2038.

6. How does my water bill compare to surrounding communities?



*Please note that the above municipalities all calculate water usage using differing methods. The rates and fees above were calculated to create a comparable monthly bill and are **estimates only**.*

**Rockton figure includes new \$13/month water maintenance fee.*

7. How do I know if I qualify for the senior rate, and if so, how do I make sure I receive it?

Any person age 65 and older may receive the senior rate by stopping in at Village Hall to show the water clerk their license or other ID showing their birthdate. To check if you are receiving the senior rate on your bill, look at the middle section of your bill where it should read "Water Senior".

8. Do I have to make any changes if I'm currently signed up for online bill payment?

After making your June payment, log into your PSN account and change the setting to "MONTHLY" and before June 28, 2018.

9. How do I set up online bill payment?

After paying your June bill, call 1-877-885-7968 or enter this web address into your internet browser: <https://www.paymentservicenetwork.com/Login.aspx?acc=RT22959>.

IMPORTANT DATES TO REMEMBER

1. The upgrade to radio-read meters started in February 2018 and will conclude in June 2018.
2. **Starting July 1st, bills will be mailed on the 1st of every month with payment due on the 21st of every month.**
3. Any applicable penalties will be applied on the morning of the 22nd of every month.
4. If the utility bill is not paid in full by the 10th day of the following month, water service may be shut off until the bill is paid.

Further questions? Please call Village Hall at 815-624-7600.