



Water Policy

APPLICATION FORM:

To establish water, sewer, and trash service, an application form containing the following information must be completely filled out:

- Name
- Social Security# (The City is compliant with the Illinois Identity Protection Act)
- Email
- Drivers License#
- Date of Birth
- Primary & Secondary Phone #'s
- Service address & Prior address
- Mailing address (If different from service address)
- Property for Rent or Own - if rented, must provide Landlord information

In addition to the application, a deposit (varies) and a \$15 Service Charge is required

For accounts *within* Collinsville City limits, the deposit is **\$125** for owner-occupied property and **\$175** for renter-occupied property.

For accounts *outside* Collinsville City limits, the deposit is **\$165** for owner-occupied property and **\$215** for renter-occupied property.

Water service cannot be established until the deposit is paid in full. If a customer has established good credit by having an account for more than two (2) years without any late payments on another recent account in Collinsville, and the new address is owner-occupied, the deposit will be waived and only the \$15 Service Charge will be required.

If owner-occupied, the deposit is held for a period of two (2) years. If there are no late payments during a period of two (2) years, the deposit will be credited to the open account. If renter-occupied, the deposit is refunded only when the water account is closed.

If the account is closed before the end of the two-year term, the deposit is credited toward the final bill for the account. If the deposit is greater than the final bill, a refund check will be issued. **The deposit will not be transferred to another water account for any reason.**

2024 FEES:

Water: \$6.54 per 1,000 gallons; \$9.80 per 1,000 gallons outside of City limits (rural rate)

Sewer: \$8.89 per 1,000 gallons of water usage.

Trash: \$16.65 per month for regular households; \$12.66 per month for senior households.

Readiness-to-serve charge: \$10.50 per month for 1/2" and 3/4" meters; \$14.50 per month for 1" and 1-1/2" meters. This will appear on your bill as a *user fee*. This fee represents the fixed cost to the City for having water available to customers and does not reflect a rental charge for the use of the meter. Please note that tampering with the meter is NOT permitted.

Late Payment Penalty: 10% of delinquent balance on the 28th day after the original bill date. (Please note the due date on your bill.)

Service Charge: \$50 - please note the due date on your second notice. This is charged if you miss the due date. Your water will typically be turned off the following day; the \$50 fee will NOT be waived even if the serviceman has not disconnected your service yet.

Water Meter Test: \$200 - this will be refunded ONLY if the meter tests faulty.

Returned Check: \$25 - The City will stop accepting checks after three (3) are returned.

BILLING STATEMENTS:

The City of Collinsville bills for water, sewer, and trash service on a bi-monthly cycle (every two [2] months). The due date is on a 28-day cycle; on the 29th day, a **10% penalty** is assessed to current charges only on the account.

TRASH SERVICE CHARGES:

The trash fee is \$16.65 per month, or \$33.30 each billing cycle. The senior citizen rate is \$12.66 per month, or \$25.32 per billing cycle provided the customer has applied for the reduced rate at the Customer Service counter in City Hall. The senior citizen rate is available only for households consisting of one (1) or two (2) who are both 65-years or older. To be exempt from trash fees, the residence must be classified as a multi-family dwelling and the customer must show proof of a contract with a private hauler. An application must be completed to be considered for exemption.

****NOTE:** Residents interested in yard waste pick-up, or those living outside Collinsville City limits, may call REPUBLIC SERVICES @ 656-6883 for information about trash service.

DELINQUENT ACCOUNTS:

As noted in Ordinance 2275, written notice of delinquency on an account will be provided. A notice will be sent specifying a disconnection date if the total delinquency is not paid. **If you are a renter, a copy of this notice may also be sent to the property owner.** Please call the Finance Department immediately at 346-5200 if you feel you have received a delinquency notice in error.

In the event that a person currently lives in Collinsville with City water service and owes an outstanding balance from a prior address, the present service will be disconnected if all outstanding charges are not paid or arrangements made for payment of such charges. The present service will not be re-established until all back charges and cut-off fees are paid, together with any fees that are established by the City Council.

PAYMENTS:

Bills are due 28 days after the billing date and may be paid at City Hall, by mail, or through the NIGHT BOX on the East side of the parking lot across from City Hall. The night box is emptied at 8:00AM each work day and deposits made prior to that time will be credited as being received on the prior working day.

First Collinsville Bank (Collinsville & Maryville locations) accept utility payments on the City's behalf. Please allow an extra 2-3 days for payments via FCB to be posted to your account. If you have a second notice, please do not use FCB.

EFT - Electronic Funds Transfer is available by filling out the form at the Customer Service counter at City Hall. Payments are drafted directly from the specified checking account on each due date.

Online payments may be made with a credit or debit card by visiting the City's website, www.collinsvilleil.org. Under Finance Dept, choose "pay water bill" and the link. Use your 10-digit account number. Payments have to be made prior to 11:59 P.M. CST

Telephone (IVR) payments may be made with a credit or debit card by calling 1-877-736-7246. Please use your 10-digit account number. Payments have to be made prior to 11:59 P.M. CST

Credit and debit cards (Visa, MasterCard, Discover, & American Express) are accepted online, via telephone, or in person at City Hall.

Online Banking Bill Pay - For payments made through your banks online bill pay system, please allow up to seven business days for processing before your payment is received by the City of Collinsville. This is NOT an electronic payment.