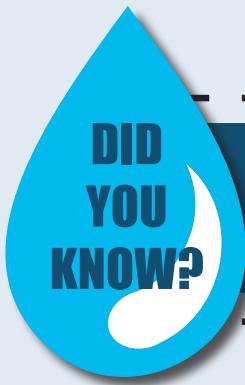


Understanding Your Water Bill and Water Saving Tips

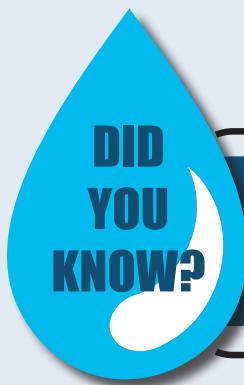


That the Village of Romeoville pumps around 4 million gallons of fresh water per day from groundwater wells.

UNDERSTANDING YOUR UTILITY BILL CHARGES

Many things are happening behind the scenes each day to ensure that you enjoy reliable, high quality water service. Our staff of state certified water operators provides 24-hour monitoring of the water system for your safety and convenience. The water charges on your bill go toward the sustainability of our entire water distribution system. Here are a few examples of what we maintain and operate:

- 12 high capacity groundwater wells pumping from 100 to 1,200 feet below the surface.
- Eight water treatment plants offering softening, disinfection, fluoridation and iron removal.
- Approximately 240 miles of water main used to deliver water directly to your tap.
- Over 4,000 fire hydrants that require flushing, painting and maintenance.
- 17,000 water meters
- Eight water storage tanks with a capacity to store over 8 million gallons per day.
- Hundreds of water samples taken each year to ensure high quality and EPA compliant water.



That some water mains in the village are nearing 70 years old. The water department has an annual water main replacement program to proactively replace these aging water mains with brand new pipe before total failure occurs.

Where does all of my sewer water go after cooking, cleaning and bathing?

Many times, wastewater is the forgotten item on your utility bill. The Village of Romeoville processes over 7.5 million gallons of raw sewage per day with a very capable staff of licensed operators. They run and maintain the system to ensure your reliable sewer service. Below are some examples of the items that are operated and maintained using the sewer charge on your bill:

- 20 raw sewage pumping stations throughout the village's service area.
- Two wastewater treatment facilities with a maximum of 15 million treated gallons per day.
- Over 200 miles of sewer mains to collect raw sewage directly from your home. These sewer mains require continual upkeep through cleaning, repairs and replacement on an annual basis.

Water Billing Explanation

Our bill format will provide you with more information about your water bill and make it easier for you to read and understand. There are many benefits to this format: clearer explanation of your bill, larger type, and a pre-addressed envelope to make mailing your payment as convenient as possible.

The Village of Romeoville now has a variety of options for you to pay water bills and also access your account information:

- **MAIL:** To make your payment, detach the bottom portion of the bill and return it with your payment in the pre-addressed envelope provided.
- **PHONE:** Make a quick payment over the phone with a credit/debit card or eCheck by calling 1-844-835-2613 for direct access to the pay-by-phone system or through the Village's main line at 815-886-7200 and listen to the prompts.
- **ONLINE:** Visit www.romeoville.org/397/Payment-Options. This page will allow for two options: A one-time payment without registering OR creating an account which will allow you to view and pay multiple accounts at once, view payment history as well as past billing statements.
- **AUTOMATIC BILL PAY:** Through participation in this program, the village will automatically deduct payment of your water/sewer and refuse collection bill from your checking or savings account. For details, visit www.romeoville.org/209/Automatic-Bill-Pay

- 1 MESSAGE CENTER: This area will contain important notices and information about village services, activities, and events.
- 2 BILL DATE: The day your bill was prepared and mailed to you.
- 3 SERVICE ADDRESS: The address that receives the water service.
- 4 ACCOUNT NUMBER: Please include your account # when paying by check, online, or on any correspondance.
- 5 READING DATE: The day your water meter was read.
- 6 USAGE: This section shows your usage in gallons.
- 7 METER READING TYPE: The meter reading type used to determine usage - actual, estimate, or final.
- 8 PREVIOUS AMOUNT: The amount unpaid from your prior utility bill.
- 9 TOTAL DUE: The total amount due if paid by the due date.
- 10 TOTAL IF PAID AFTER: Total amount due if payment is received after the due date.
- 11 Please enter the amount being paid.
- 12 MAILING ADDRESS: This is the mailing name and address on our records. If this is not correct, please contact us at (815) 886-7212.

VILLAGE OF ROMEOVILLE

1

The Village of Romeoville would like to wish you a safe and happy New Year!

Village offices will be closed on January 18th, 2021, in observance of Martin Luther King Jr. Day.

Winter parking restrictions: Odd/Even parking restrictions are in effect after 2" of snowfall. For more information, visit our website at www.romeoville.org

CONVENIENT AND FREE AUTOMATED PHONE SYSTEM - AVAILABLE 24/7 - CALL TOLL FREE (844) 835-2613
 UTILITY RELATED QUESTIONS (815)886-7212 - PLEASE SEE OTHER SIDE FOR ADDITIONAL INFORMATION

2

BILL DATE: 01/05/2021

NAME: JOHN DOE

SERVICE ADDRESS: 00 AUSTRIAN DR

ACCOUNT NUMBER: 112125400-001

4

METER INFORMATION:

CURRENT READING	6	1,033,200
PREVIOUS READING	8	1,026,800
USAGE		6,400

BILLING PERIOD:

CURRENT READING DATE	5	12/14/2020
PREVIOUS READING DATE	7	11/17/2020
TYPE OF READING		Orion
TYPE OF BILL		RESIDENTIAL

PREVIOUS AMOUNT	\$151.27
PENALTY	\$0.00
ADJUSTMENT	\$0.00
LAST PAYMENT RECEIVED	\$151.27 CR

BALANCE FORWARD	\$0.00
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CURRENT CHARGES

GARBAGE	\$27.16
SEWER	\$57.86
WATER	\$43.14
WATER TAX	\$2.16

TOTAL CURRENT CHARGES

9

\$130.32

10

\$130.32

10

\$143.35

TOTAL AMOUNT DUE IF PAID BY 01/26/2021

TOTAL AMOUNT DUE IF PAID AFTER 01/26/2021

DETACH HERE

RETURN BOTTOM PORTION WITH YOUR CHECK PAYABLE TO VILLAGE OF ROMEOVILLE

DETACH HERE

SERVICE ADDRESS: 00 AUSTRIAN DR

3

ACCOUNT NUMBER: 112125400-001

GOOD NEIGHBOR FUND \$

1050 West Romeo Road • Romeoville, IL 60446

TOTAL AMOUNT DUE ON OR BEFORE 01/26/2021

9

\$130.32

TOTAL AMOUNT DUE AFTER 01/26/2021

10

\$143.35

AMOUNT PAID

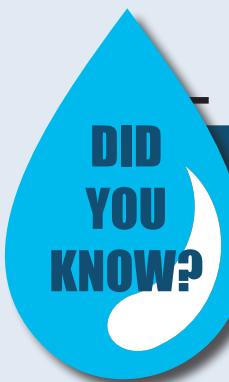
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6540 1 AV 0.389
 JOHN DOE
 00 AUSTRIAN DR
 ROMEOVILLE, IL 60446-4091

15 1 (0006540)
 26-147-03

12

How to Detect Leaks



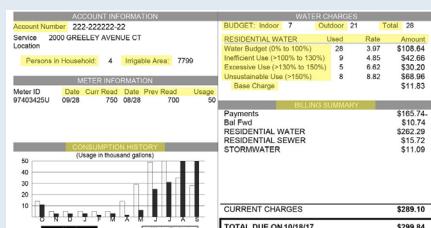
That easy-to-fix water leaks account for nearly one trillion gallons of water wasted each year in U.S. homes.

The average household leaks nearly 10,000 gallons of water per year, or the amount of water it takes to wash 300 loads of laundry, and could be costing you an extra 10 percent on your water bills.

In just a few minutes, you can search your home for leaks and decrease on water waste. Many common household leaks are quick to find and easy to fix. Worn toilet flappers, dripping faucets, and leaking showerheads all are easily correctable and can save on your utility bill expenses and water in your community.

Start by Gathering Clues

These clues can help you detect leaks before you even start investigating your home:



Check Your Utility Bill

A good place to start is to examine your utility bill for January or February. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month. You can also look for spikes. Is your water use a lot higher this month than it was last month?



Read Your Water Meter

Find your water meter, which is usually located near your hot water tank inside your home (e.g. in the basement, utility closet, crawl space or under an inside staircase). Lift the lid on your meter, and an odometer style display or digital display will appear depending upon the model of your meter. If your meter is located in a dark space and has a digital display, it may need to be "woken up" by shining a flashlight over the meter to alert the sensor.

Now that you've found the meter, take a reading during a period when no water is being used. It is usually best to take a reading at night and in the morning ensuring no water was used overnight. (Be aware of any water softener settings or if there is a whole house humidifier that runs). If the meter does not read exactly the same after two hours, you probably have a leak.



Take a Toilet Test

Put a few drops of food coloring into the tank at the back of your toilet and let it sit for 10 minutes. If color shows up in the bowl, you have a leak. Make sure to flush afterward to avoid staining, and consider replacing your old toilet flapper if it is torn or worn.

While you're waiting to see if your toilet has a leak, walk around your house with the checklist on the next page and see if you can detect any other water wasters.

Checklist for Detecting Leaks

Here are some of the places leaks may be hiding in your home. Some leaks require a simple fix, such as a worn toilet flapper, loose pipe connection, or showerhead with stray spray. You may want to consult a licensed plumber to stop your running toilet, broken sprinklers, water heater drips, or malfunctioning water supply lines. Take a quick inventory of clues to water waste:

IN THE BATHROOM

- Toilets: Listen for running water and conduct the food coloring test described on the previous page.
- Faucets: Listen for drips and turn on the tap to check for water going the wrong direction.
- Showerheads: Turn on and look for drips or stray sprays that can be stopped with tape.
- In the tub: Turn on the tub, then divert the water to the shower and see if there's still a lot of water coming from the tub spout; that could mean the tub spout diverter needs replacing.
- Under the sink: Check for pooling water under pipes and rust around joints and edges.

IN THE KITCHEN

- Faucet: Listen for drips and tighten aerators or replace fixtures if necessary.
- Sprayer: Check to make sure water is spraying smoothly and clean openings as needed.
- Under the sink: Check for pooling water under pipes and rust around joints and edges.
- Appliances: Check for pooling water underneath dishwashers and refrigerators with ice makers, which could indicate a supply line leak.
- Water Softener: Check the regeneration cycle settings to ensure softener is functioning properly. (Temporarily by-pass the unit to see if usage decreases).

IN THE LAUNDRY ROOM

- Under the sink: Check for pooling water under pipe connections.
- Clothes washer: Check for pooling water, which could indicate a supply line leak.

IN THE BASEMENT

- Water heater: Check beneath the tank for pooling water, rust, or other signs of leakage.
- Check whole house humidifier for proper operation.

OUTSIDE

- At the spigot: Ensure tight connections with the hose and see if the hose washer needs replacing.
- In-ground irrigation system: Check for broken sprinklers or nozzles spraying in the wrong direction. You may want to consult an irrigation auditor certified by a WaterSense labeled program to improve system efficiency: www.epa.gov/watersense/find-pro.

THROUGHOUT THE HOUSE

Check for signs of moisture or mold on your walls, ceilings, or floors. This could indicate that a pipe is wreaking havoc behind the scenes and requires the attention of a professional.

If any of your fixtures need replacing, look for the WaterSense label when purchasing plumbing products, which are independently certified to use at least 20 percent less water and perform as well or better than standard models.

Water Saving Tips

IN THE BATHROOM

- Take short showers instead of baths.
- Turn off the water to brush teeth, shave and soap up in the shower. Fill the sink to shave.
- Install a toilet dam, faucet aerators and low-flow showerheads.

IN THE KITCHEN

- When cooking, peel and clean vegetables in a large bowl of water instead of under running water.
- Fill your sink or basin when washing and rinsing dishes.
- Only run the dishwasher when it's full.
- When buying a dishwasher, select one with a "light-wash" option.
- Only use the garbage disposal when necessary (composting is a great alternative).
- Install faucet aerators.

FOR EVERY ROOM IN THE HOUSE W/PLUMBING

- Repair leaks.
- Consider replacing old equipment (toilets, dishwashers and laundry machines).

IN THE LAUNDRY ROOM

- Run full loads of laundry.
- When purchasing a new washing machine, buy a water saving model that can be adjusted to the load size.

OUTSIDE

- Only water the lawn when necessary. If you water your lawn and garden, only do it once a week, if rainfall isn't sufficient. Avoid watering on windy and hot days. Water the lawn and garden in the morning or late in the evening to maximize the amount of water which reaches the plant roots (otherwise most of the water will evaporate). The Village does have watering restrictions that run from May 1st to Sept 1st. Visit www.romEOVILLE.org/223/Water-Conservation-Restrictions for more details. Use soaker hoses to water gardens and flower beds. If sprinklers are used, take care to be sure they don't water walkways and buildings. When you water, put down no more than 1 inch (set out empty cans to determine how long it takes to water 1 inch) each week. This watering pattern will encourage more healthy, deep grass roots. Over-watering is wasteful, encourages fungal growth and disease, and results in the growth of shallow, compacted root systems that are more susceptible to drought and foot traffic. If an automatic lawn irrigation system is used, be sure it has been properly installed, is programmed to deliver the appropriate amount and rate of water, and has rain shut-off capability.
- Apply mulch around shrubs and flower beds to reduce evaporation, promote plant growth and control weeds.
- Add compost or an organic matter to soil as necessary, to improve soil conditions and water retention.
- Collect rainfall for irrigation in a screened container (to prevent mosquito larvae growth).
- When washing a car, wet it quickly, then use a bucket of water to wash the car. Turn on the hose to final rinse (or let mother nature wash your car when it rains).
- Always use a broom to clean walkways, driveways, decks and porches, rather than hosing off these areas.



**1050 West Romeo Road
Romeoville, IL 60446
www.romeoville.org**

Connect With Us!

