

How to Read Your



Municipal Services Statement

A

Your account number, service address, billing and due date, and amount due are all easy to spot at the top of the bill. Cycle refers to what part of town you are located within.

B

The City's contact information for billing questions and making payments.

C

Usage details indicate period covered, consumption used (cubic feet), and number of days of service being charged.

D

Important information will be printed in the message box such as phone numbers, office hours, how to make a payment, and non payment turn off warnings.

E

Service details list each charge on the bill. Water, sewer, and municipal refuse charges are shown separately, as well as usage and daily charges. Consumption is based on water usage. Any adjustments made to your account will be included.

F

These are the total current charges.

G

This is the total account balance due.

H

This area will be used to communicate more immediate information such as holidays in which City Hall is closed or street and water line repairs scheduled in your area. Pay close attention to this area each month as the information will be changing.

I

Detach this portion and return with your payment in the enclosed envelope. In this area you will find your account number, due date and total charges. If the amount you are paying is different than the amount due, please write the payment amount in the space provided. Checks should be made payable to the City of Joliet and should always include your account number. The address on the front must be visible through the window on the return envelope when the payment is mailed.

J

Please check your contact information to make sure it is current so that the City may contact you in case of an emergency. Make any updates on your mailing address, phone number, etc. on the back and mark the box on the front.

K

Be sure to check the back of the bill for important information on municipal services offered, commonly requested phone numbers, office hours, late charges, and compliance and termination information.

City of Joliet Municipal Services 150 W. Jefferson St Joliet, IL 60432-4148 For billing questions call 815-724-3820 For payments call 815-724-3970 or 3980		Account Number: 123456-789101 Cycle: 17-04 Service Address: 1234 MAIN ST Bill Date: 10/26/10 Due Date: 11/10/10 Total Amount Due: \$56.35
Usage Details From: 09/17/2010 To: 10/17/2010 Number of Days: 30 Service: Water Unit: HCF Current Read: 2103 Previous Read: 2096 Usage: 7		
Message: Welcome to your new municipal services bill. We have updated our bill format in order to provide you a clearer display of billing information. If you have any questions regarding your bill or our new format, please call our Customer Service department at 815-724-3820. Telephone hours are 9:00am - 4:00pm. Office hours: 8:00am - 4:30pm. To make a payment via credit card call 815-724-3970 option 4, or 815-724-3980.		Service Details Residential Tenant Water Charge 23.42 Water Consumption 11.79 Residential Tenant Sewer Charge 3.88 Sewer Consumption Charge 5.69 Residential Sewer Separation Charge 17.69 Municipal Refuse 3.88 Adjustment -10.00 Total Current Charges: 56.35 Previous Balance: 0.00 Amount Due On Due Date: 56.35 A 1.5% penalty will be assessed if not paid on the due date Amount Due After Due Date: 57.21
PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT. SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.		
MAKE CHECKS PAYABLE TO: City of Joliet Municipal Services 150 W. Jefferson St Joliet, IL 60432-4148		Account Number: 123456-789101 Cycle: 17-04 Bill Date: 10/26/10 Due Date: 11/10/10 Total Amount Due: \$56.35 Amount Enclosed: \$ BANK DRAFT- DO NOT PAY
<input type="checkbox"/> Do we have your current contact information, including cell phone and email address? Check box if making updates on reverse side.		PLEASE REMIT TO:
CUSTOMER NAME 1234 MAIN ST JOLIET, IL 60432-4156		CITY OF JOLIET 150 WEST JEFFERSON STREET JOLIET, IL 60432-4148

If you have questions about your bill, please call
Customer Service at 815-724-3820