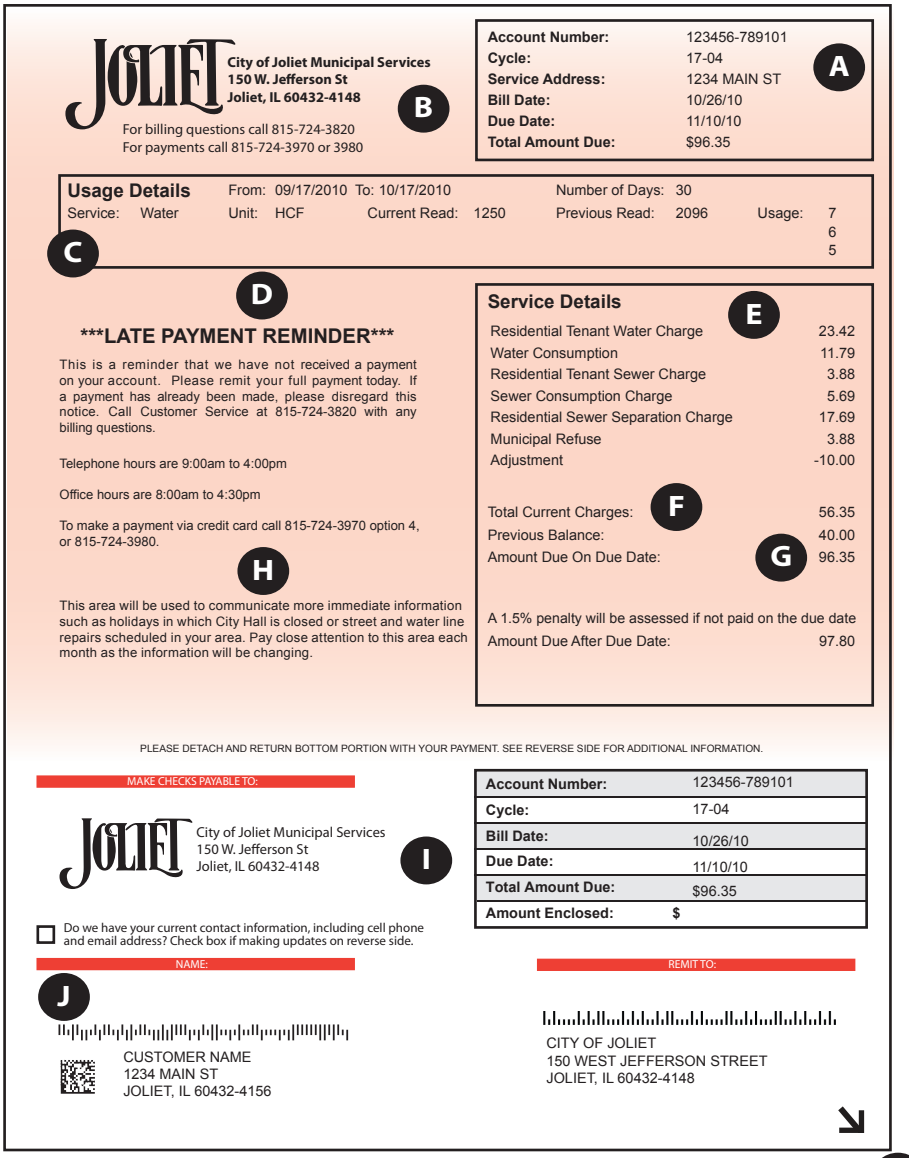
How to Read Your JOLIET Municipal Services Statement



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

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.