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Media Release

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Joliet's Utility Bill Gets a Facelift

The City of Joliet's utility bill will be taking on a new look starting late May. Residents will no longer be receiving their utility bill via postcard. The new bill format will arrive as a more user friendly "statement", in a standard envelope.

In late May residents will receive an insert with the first bill in the new format explaining "How to Read Your Municipal Services Statement." To preview the new format and learn more about your utility services, please visit us on the web at www.cityofjoliet.info and click on the new billing statement icon.

The new utility bill format has numerous benefits, including:

- Easier to Read
- Privacy of Billing Information
- Personalized Notices
- Ability to Update Contact Information
- Delinquency Notice on a Red Statement
- Communications Section for Public Service Announcements
- Detachable Portion to Return with Payment in an Envelope Provided

Residents can call 815.724.3820 with questions or to receive explanations of the new format.

The City of Joliet Utility Billing Department continues to work toward providing additional services, including online bill pay, and customer log-in capabilities. The city appreciates residents' continued support and flexibility as we work toward our goal of better service and transparency in our billing process.

The City of Joliet is the fourth largest city in the state of Illinois, located just 45 miles southwest of Chicago's Loop. Home to over 147,000 residents, in addition to thriving businesses and attractions, the City of Joliet is easily accessible by rail, auto and bus transit. A perfect place to live, work and play, Joliet is constantly striving to promote growth and diversity. For more information on Joliet visit www.visitjoliet.org or call 815.724.4000.

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