



## A Few Reminders for Village Water Customers

### **Protect your water pipes and your water meter from freezing.**

Water meters are easily damaged by freezing and are expensive to replace. Damage from freezing will be billed to the customer. If you are going to be away from your home for an extended period during the winter months, make sure to contact the Village office at least 48 hours in advance to arrange to have your water shut off by Village Water & Light Department staff. Please remember that water meters can only be removed by Village personnel and homeowners are not permitted to remove water meters.

### **Water Shut-Off/Turn-On Fees**

The following fees apply to shutting off and turning on municipal water service.

- Reconnect after disconnection for non-payment during office hours (Monday-Friday: 7:30 AM to 4:00 PM) - \$25.00 flat fee (separate charges for disconnect and reconnect)
- Reconnect after disconnection for non-payment after-hours (Monday-Friday 4:00 PM to 7:30 AM and weekends/holidays) - \$37.50 flat fee (separate charges for disconnect and reconnect)
- Shut off/Turn on requested by customer during office hours (Monday-Friday: 7:30 AM to 4:00 PM) - \$25.00 flat fee (separate charge for shut off and turn on). This fee would apply to situations such as when the customer believes there is an issue with the service line/plumbing or if the house will be empty for an extended period of time, among others. ***Unless it is an emergency situation, requests to have water shut off or turned on should be made at least 48 hours in advance.***
- Shut off/Turn on requested by customer after-hours (Monday-Friday 4:00 PM to 7:30 AM and weekends/holidays) - \$150.00 minimum charge plus \$75.00 for every hour after the first two.

### **Low Pressure Concerns**

If you are experiencing low water pressure, you may want to check a few things in your home before requesting Village staff to come check things out. A clogged faucet screen or a pipe leak within the home could be the cause of low water pressure.

### **Access to Water Meter**

Please remember to keep an open path to your meter so Village staff can access it to get the needed monthly readings.

Please reach out to us at 635-2611 if you have any questions.

Thank you!