



Water Bill Brief

www.vil.woodridge.il.us

Volume 16 Issue 4 | April 2016

Learn about Local Government Services at the Woodridge Town Meeting Tuesday, April 5th



Join the Village of Woodridge, library, park district, fire districts, and school districts for Woodridge's Town Meeting on April 5th. Some topics you can learn

about include public facility needs facing the Village Police and Public Works departments, public safety in Woodridge, changes to the Village water billing process, infrastructure maintenance and financing, commercial and residential property reinvestment success stories, and community inclusiveness and engagement efforts. It's also an opportunity to get answers to questions specific to you and your property.

The evening will begin at 5:30 p.m. with an Open House, where individuals are free to visit tables set up with information and staff from governmental entities. You can also register to vote at Town Meeting.

Interested participants are invited to participate in a quick assessment of community strengths and areas of improvement followed by a discussion of results. The evening will cap off with a presentation from Mayor Cunningham.

What should you bring? Besides yourself (and if you can, other Woodridge residents), your input is wanted! As the Open House wraps up, there will be brief group table discussions on the Village's community goals. The Town Meeting will be held at Bobak's Signature Room located at 6440 Double Eagle Drive. Doors open at 5:30 p.m. and close at 8:00 p.m.

Water Quality Report Available Online

Did you know that Public Works insures the reliable delivery of over 1 billion gallons of water annually to almost 9,500 residential and business customers throughout the community? The Village's high standard of water compliance can be reviewed in detail by reviewing the annual water quality report found on the Village's website. Find it through the *Residents* menu on the website, www.vil.woodridge.il.us.

Yard Waste Collection Began April 1st

Yardwaste collection officially resumed on April 1st and continues through December 15th. Residents can dispose of yard waste at the curb on their normal refuse collection day. One sticker is required for every 33 gallon unlined container or yardwaste paper bag.



Brush should be packaged in bundles no more than 4 feet in length and 2 feet in diameter. Each bundle must have a yardwaste sticker attached and cannot weigh more than 60 pounds. Waste Management-Metro also rents out 60-gallon & 90-gallon totes for yardwaste. Residents can also use environmentally friendly alternatives to dispose of yardwaste. These options include mulching and composting. Visit DuPage County's website, www.dupageco.org for information on composting.

Large Recycling Event – May 14th

The annual Recycling Extravaganza will take place on Saturday, May 14, from 8:00 a.m. until noon at Cypress Cove Family Aquatic Park – located at 8301 Janes Avenue in Woodridge. Brought to you by the Woodridge Rotary Club, in partnership with many community organizations and Goodwill Industries, the event will collect bicycles (in any condition), household batteries, large batteries with lead in them (car, sump pump, motorcycle), eyeglasses, keys, scrap metal (including swing sets, fencing), household and kitchen items (dishes, silverware, glasses, linens), jewelry, clothing, games, toys, musical instruments, sports equipment, worn American Flags, buttons from clothes, documents to shred (3 boxes or bags per car), ink jet cartridges, and cell phones. No paint, fire extinguishers or CFL bulbs will be accepted. Televisions can be recycled for \$20 each (cash only, no projection TVs). Other electronics, including VCRs, DVD players, computers keyboards, monitors, radios and more can be recycled free of charge. Visit www.woodridgerotary.org for more information.



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Utility Billing Changes Coming in April!

New changes are coming to our water billing services beginning this month. Your water bill is getting a makeover and will have a brand new look and feel to it. The Village will also be unveiling a new Customer Self Service Portal that will allow you to view copies of your last 12 bills; see historical data on your usage; as well as the ability to make a one-time payment quickly and easily.

What does this mean to me?

Mail/Walk-in Customers: You will have a newly designed bill, but no other changes. We encourage you to register for an account and explore the new Customer Self Service Portal.

Online Banking Customers: If you are a customer who pays through their bank's website or smartphone app, you may need to update your payee information with a Customer Identification Number (CID). This is currently the set of numbers following the dash on your account number. This information will be on your new bill and further instructions will be provided.

Online Bill Pay Users: For those customers who pay their bills through the link on the Village's website, our new Customer Self Service Portal will be replacing our current system. Online Bill Pay (Click2Gov) is no longer available to use. The new Customer Self Service Portal will be available beginning Monday, April 4th.

One Time Payments— For customers who pay their bill online, the new Customer Self Service Portal will be open on April 4th. Instructions on creating an account and making one-time payments will be available through our website.

Recurring Payments- Currently, recurring payments for credit card customers are not supported through the new Customer Self Service Portal; however, customers can enroll in recurring payments with their checking account information. The recurring option is available both online, through the new Customer Self Service Portal, or in person (see below). If you would like to pay with a credit card, this option is allowed via walk-in, or as a one time payment (see above).

Customers Enrolled in Auto Pay (not through Click2Gov): These are customers that have signed up to have funds withdrawn from their checking account by coming into the Village and filling out paperwork. If you have enrolled in autopay through this method there is nothing you need to do. Your banking information will be transferred to the new system.

For more information please visit our website www.vil.woodridge.il.us and look for the **Utility Billing** link in the left hand column of the home page.

UTILITY BILL
Customer Copy
Keep this portion for your records

VILLAGE OF WOODRIDGE
5 PLACK DRIVE
WOODRIDGE, IL 60517
(815) 852-7000

Customer Name: [Redacted] Service Address: [Redacted]

Bill Number	Bill Date	Account Number - Customer Number	Cycle	Begin	End	Current Billing	Due Date
20007	01/09/2016		5	01	02	1039.00	02/16/2016

Description	Water #	Reading	Current	Previous	Over/Under	Read Code	Usage	Charge
METERED WATER		1100/2015	01/04/2016	851	837	A	8	49.08
METER WATER MAINT FEE								1.42
CUSTOMER SERVICE CHARGE								16.63
MUNICIPAL TAX								3.25

WATER CONSUMPTION (UNIT)

01 02 03 04 05 06 07 08 09 10 11 12 01 02 03 04 05 06 07 08 09 10 11 12

Category	Amount
Total Current Billing	74.40
Previous Balance	00.00
Payments	00.00
Make Payments Received	00.00
Total Amount Due	874.88

ANY YOUR BILL ONLINE
CHECK FOR 2016
DON'T FORGET PAY
DON'T GO HAWKLESS

VILLAGE OF WOODRIDGE
5 PLACK DRIVE
WOODRIDGE, IL 60517
(815) 852-7000

UTILITY BILL
REMIT PORTION
Please write your Account Number on your check
and enclose this portion of bill with your payment.

Service Address	Bill Number	Account # - Customer #	Current Billing	Due Date	Amount Due
[Redacted]	20007	[Redacted]	1039.00	02/16/2016	874.88