

CITY OFFICIALS

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Patricia S. Brown, *City Clerk*

Ellen L. Dingledine, *City Treasurer*

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Carol K. Moss, *Ward II*

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Brian H. Butler, *Ward III*

David Dingledine, *Ward III*

James L. Gee, *Ward IV*

Jonathan P. Moehle, *Ward IV*

November 1, 2016

Dear Resident:

City staff are pleased to announce that the water meter replacement/AMR program that was undertaken in April is approximately 98% complete. In total, the City's contractors, along with City crews, have replaced or installed more than 5,600 meters and radios which has allowed us to reach our goal of providing monthly billing, effective October 1, 2016.

This letter is a reminder that due to the fact bills are now being sent monthly and any outstanding balance will be indicated on the next month's bill – City staff will NO LONGER be sending out the pink shutoff notice. The bill indicates that the previous balance must be paid by the 15th of the current billing month in order to avoid shutoff. If a bill is paid near or on the due date, it is possible that the payment will not be posted before the next month's bills are sent out and thus the current bill would show a previous balance. If you have any questions about whether your payment has been received, please call the Water Department at (309) 444-8292.

If you prefer to make your payment electronically on the 20th of the month, you are welcome and encouraged to sign up for the direct debit option. Approximately 25% of our customers take advantage of this payment method, thus saving the cost of a postage stamp or a trip to City Hall, having to remember to pay a bill that now will be issued monthly and the anxiety of a lost bill in the mail resulting in late fees or shutoff. If you would like to sign up, the form is available at City Hall or on the City website at <http://tinyurl.com/UtilityDebitForm>.

As indicated before, the Technology Fee included on your bill is being used as the funding source for this \$2.2 million project. This fee covers not only the cost of the meters and radios, including installation, but also the tower equipment, software, project implementation and support, along with ongoing meter maintenance and replacement. Please also note that as we work to complete this project, it is possible that the billing period on your bill could continue to be for more than 30 days, depending on the timing of your meter replacement.

The City of Washington staff and elected officials thank our residents for their cooperation and patience during this important project from which we hope to see benefits for many years to come. Please contact us if you have questions or concerns. Additional information is also available in our quarterly newsletters and on our website at www.ci.washington.il.us.

City of Washington
Water/Sewer Department
(309) 444-8292