

## Where the Money Goes

Effective 02/01/16, for the majority of residents, there is a flat fee of \$43.41 per month for sewer service. Of this, \$16.75 goes to the Northwest Regional Water Reclamation Facility in Fox Lake; \$10.78 goes to Lake County Public Works for use of the transmission lines; and \$14.38 stays with the District for administration, operations and maintenance.

Effective 1/1/14, for all customers - a charge of \$1.50 per RCE per month is added for the 'Excess Flow Facility Surcharge'. Click on the 'Surcharge' link on our website for details.

In some areas, there are additional user fees imposed by the local municipality for use of sewer lines maintained by that municipality. These fees will increase the total monthly billing for the residents affected.

Non-residential service is based on the type and size of operation and will be calculated as a multiple of the above amounts.

### Other Fees

Late Fee (when not paid by the 22nd due date)	10%
Returned Check Fee	\$30.00
Legal Fee (added to accounts progressing to Disconnect Proceedings)	\$50.00
Lien Fee (added to accounts with a lien filed)	\$100.00
Administrative Fees	
Chronic Delinquent (Account delinquent 10 or more times)	\$100.00
Chronic Pay-in-Full (Account Pay-in-Full 7 or more times)	\$150.00
Chronic Disconnect (Account progressed to Disconnect Proceedings 5 or more times)	\$150.00

### Board Meetings

Held on the second Thursday of each month at 7:00 PM at the District's office. The meetings are open to all area residents. Those who wish to have items included on the agenda should contact the District Manager at least 14 days in advance of the meeting.



## **Lakes Region Sanitary District**

### Board of Trustees

**Kurt S. Stimpson**  
President

**James A. Raihle**  
Vice-President

**James M. Miller III**  
Clerk

### Administration

**Mohammed M. Haque, P.E.**  
District Manager

**Gary L. Bogolin**  
Financial Manager

**Kevin R. Hausherr**  
O&M Manager

**Donna Farnin**  
**Megan Frola**  
Office Assistants

### Consulting Staff

**Marcia A. McCutchan, P.E.**  
Engineer  
RHMG Engineers, Inc.

Revised: 03/13/2015

## **Lakes Region Sanitary District**

25700 West Old Grand Avenue  
Ingleside, IL 60041-8524  
847-973-8940  
www.LRSanitary.com

## **Frequently Asked Questions: Billing - Flat Rate Service**



# Flat Rate Billing. . .

The District frequently receives inquiries regarding monthly statements, methods of payments and the allocation of fees. Here are some answers to the most frequently asked questions.

## **Billing**

Billing statements are mailed monthly on or before the first of the month and payments are due the 22<sup>nd</sup> of the month in which the statement is issued. Charges are for the previous month of service. For example, a customer billed in December is paying for service for the month November.

The District provides sanitary sewer service only. If you have questions concerning your water service or garbage pick-up, contact the appropriate vendor.

## **Payments**

Payments may be made in cash, money order, or check. They may be made by mail, in person, or through the drop box located to the right of the entrance of the building (please do not place cash in the drop box). To insure accounts are properly credited, customers should include payment stubs with their checks and write their customer number on their check, even when paying in person.

Customers may also arrange for payments to be made through their banks with on-line banking service, typically at no cost — be sure to include the customer number as the account number for the bank to print on the check. Payments should be scheduled to arrive at the District on or before the 22<sup>nd</sup> of the month due date.

Credit card, debit card and e-check payments can be made online at the District's website at [www.LRSanitary.com](http://www.LRSanitary.com) - click on View or Pay Your Bill

Visa, MasterCard and Discover are accepted. A convenience fee will be applied that is not collected or retained by LRSD - see the website for details.

## **Penalties**

Customers whose payments not received by the due date of the 22<sup>nd</sup> will have a 10% late fee added to their account.

Customers whose accounts go unpaid for 90 days will receive a letter reminding them their account is delinquent.

Customers whose accounts go unpaid for 150 days will receive a letter requiring the account be paid-in-full immediately.

Customers whose accounts go unpaid for 180 days will receive a letter from the District's attorney notifying them their account has been placed for disconnection and a \$50.00 legal fee has been added to their account.

The County Health Department will also issue a letter with notification that if a disconnection is required, the home will have to be vacated until such time as it is reconnected.

The property is then marked, and a contractor hired, to dig up the sewer connection and cap off the service. All costs to disconnect and reconnect, which will exceed \$1,500.00, are borne by the customer in addition to the service charges due.

A customer allowing their account to progress to disconnect proceedings will have incurred a minimum of \$70.00 in fees in addition to normal sewer service fees.

Customers who chronically allow their account to progress to the delinquent, pay-in-full and/or disconnect status, on multiple occasions, will be assessed an administrative fee depending on the number of occasions the account has progressed to a given stage (see the schedule of fees included in this flyer).

The owner of the property is ultimately liable for all fees and a lien may be placed against the property for unpaid fees.

**Customers are encouraged to contact the District office to discuss payment arrangements before their account incurs any penalty fees.**

