

Where the Money Goes

Effective 02/01/16, for residential service, the charge is \$6.86 per 1,000 gallons of water usage (minimum monthly charge is based on 3,000 gal):

Of this, \$2.23 goes to the Northwest Regional Water Reclamation Facility in Fox Lake; \$1.44 goes to Lake County Public Works for use of the transmission lines; and \$3.19 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 water supplier for services related to sewer billing, such as a meter read fee, performed by that supplier. In some areas, there are additional user fees imposed by the local municipality for use of sewer lines maintained by that municipality, for which the municipality bill directly. These fees will increase the total billing amount for the residents affected.

Non-residential service is based on the type and size of operation and will be calculated based on usage.

Other Fees

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| 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

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RHMG Engineers, Inc.

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Lakes Region Sanitary District

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Frequently Asked Questions: Billing - Metered Service



F.A.Q. - Billing . . . Metered Service

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

Billing

Billing statements are mailed within a few days after water usage readings are received from the supplier. Payments are due 22 days after the statement is issued. Charges are for the same period of service as the water supplier's period of service.

Customers with an outstanding balance will receive a statement every month until the account is paid.

Billing is based on water usage readings provided to the District by the water supplier for the same billing period as provided on the water supplier's bill - please contact the water supplier if there are any questions on the amount of usage. There is a minimum monthly charge that is based on 3,000 gallons usage, with additional charges for actual usage over the minimum. See 'Where the Money Goes' for current rates.

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—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 22nd 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 - 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 (22 days after the issuance of the billing statement) 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.

Thru intergovernmental agreement, disconnection is accomplished by turning off the water supply to the property, for which the water supplier may charge a fee. Any fees to disconnect and reconnect are borne by the customer, in addition to the service charges and penalty fees due.

A customer allowing their account to progress to disconnect proceedings will have incurred a minimum of \$70.00 in penalty 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 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.

