

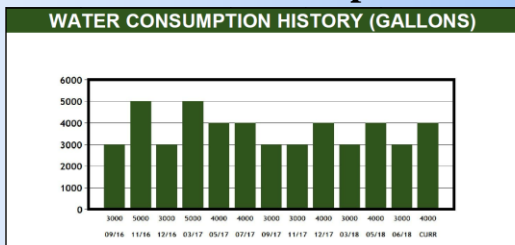
New Utility Billing Statement

The Village introduced a newly redesigned and improved bi-monthly billing statement as of November 1, as part of its customer information system upgrade. Changes for you to consider with new utility billing system are: new customer and account numbers, more detailed information, a history chart, and more! **Please note, if you have submitted payment using your customer/account number we will convert to reflect the updated accounts to ensure payment until December 31, 2018.**

If you should have additional questions or concerns, please contact the Utility Billing staff at (847) 357-4060 or (847) 357-4061.

Check out the new features!

Historical Graph



The historical graph displays the 12 past consumption periods for two months of usage.

Information Section



The information section shows any important announcements or messages regarding your account, or upcoming activities and general messages about Elk Grove Village.

Billing Detail Information

Under billing details the charge description shows a breakout of utility billing charges.

Charge Description	Charge
WATER RESIDENTIAL INSIDE	48.00
DEPOSIT	50.00

Payment Information

- **Auto Pay:** If you are already signed up for Auto Pay to have your payment deducted from your bank account each month, **you do not need to take any action.**
- **Online Bill Pay:** If you use online bill pay with a bank, **you must update your information with your new customer-account number to ensure payment.**
- **E-Pay:** If you use our third party online payment portal, **you will need to update your new customer-account number** to process payment.
- **Banking Lockbox Address:** If you send in your payment using the pay stub please note the **new remittance address:**
29814 Network Place
Chicago, IL 60673-1298
- **Finance Department:** Customers may still drop off their payment at the Finance counter at Village Hall.
- **Night Drop:** The Village will keep the 24-hour secure night drop box located outside of Village Hall.