

Here are some answers to Frequently Asked Questions you may find helpful:

1. When will monthly billing begin?

We will be transitioning to monthly billing May 2018. However not all properties will receive their first monthly bill on the same date.

2. How will the transition to monthly billing happen?

Customers will receive a water bill in May. This bill will cover service fees and water usage from the last quarterly bill received until the most recent reading date.

- For customers last billed in February: The May bill will cover service fees and water used from February through the May billing period. You will then be billed on a monthly basis thereafter.
- For customers last billed in March: The May bill will cover service fees and water used from March through the May billing period. You will then be billed on a monthly basis thereafter.
- For customers billed in April: The May bill will cover service fees and water used from April through the May billing period. You will continue to be billed on a monthly basis thereafter.

3. Will more frequent bills mean estimated readings?

No. The vast majority of Water customers have been upgraded to our Automated Meter Reading system which electronically provides readings from your water meter.

4. Will my water bills look different?

No, your water bill will look the same. The only difference is your bill will reflect one month of usage instead of three.

5. *If I sign up for paperless billing, must I sign up for automatic recurring payments?*

No, signing up for paperless billing does not obligate you to make automatic recurring payments.

6. *Is there a charge for paying online?*

No. The City of Waukegan does not charge a service fee to our customers for online payments. You may pay online at www.waukeganil.gov.

7. *Will I have the same amount of time to pay my bill before it becomes past due?*

No. You have 15 days to pay the bill before it is considered past due.

8. *If I pay my water bill using auto payments, do I need to change anything?*

It depends. There are several ways you could set-up auto payments on your Water bill. If your auto payments are set-up through the City of Waukegan Water Dept you do not need to change anything – your payments will automatically be adjusted to our new monthly billing.

However, if you established auto payments through your personal banking website, you will likely need to adjust the payment frequency from every three months to every month.