



Carterville Water & Sewer Department

Delinquent Accounts Collection Policy

Carterville Water & Sewer bills (green postcards) are mailed out by the 5th of each month. All bills are due by the 20th of the month, unless the 20th falls on a weekend, in which case the bill is due on the following business day. A late fee of 10% of the water bill is added to the bill if not paid by the due date.

Delinquent notices (gray postcards) are mailed after penalties are assessed, giving a final due date. If payment is not received by the final due date on the delinquent notice, service will be disconnected. If necessary, when a customer receives a delinquent notice, they may come to the Carterville Water & Sewer Department prior to the final due date and make payment arrangements. **NO PAYMENTS ARRANGEMENTS AFTER THE DELINQUENT NOTICE DUE DATE WILL BE ACCEPTED.** If the customer is a tenant in a rental property, the landlord must approve all payment arrangements. If a payment arrangement is not kept, the service will be disconnected. If service is disconnected, the account must be paid in full, plus a \$25 reconnect fee.

In cases of extreme hardship, customers may submit a letter to the Water & Sewer Board to request extended payment arrangements. Letters must be submitted to 101 S. Division St, Carterville, IL 62918 seventy-two (72) hours prior to the Water & Sewer Board meeting.