Carterville Water & Sewer Department frequently asked questions

Bills are mailed out on or before the 5th of each month. These bills are a bright green.

Bills are calculated from the previous month's usage and will always be billed a month behind. Your current bill will be determined from last month's usage.

Bills are due on the 20th of each month. If the 20th is on a weekend, the due date is the next business day.

If the bill is not paid by the due date, a late fee of 10% of the balance is added.

After the due date has passed, any unpaid accounts will be mailed a past due (delinquent) bill. This bill will be gray in color. The late fee will be included in the amount due. The last day payments will be accepted will be printed on the past due bill.

The past due bill amount must be paid by the Monday before the second Tuesday of the following month or the water will be shut off. This date will change each month and shut off day coincides with the same day as City Council Meetings. The last day payments will be accepted will be printed on the past due bill.

If a shut off occurs, the past due amount and a $25 reconnect fee must be paid before service is reconnected.

Under no circumstances should you get into the water meter. There is a city ordinance that prohibits anyone other than city workers accessing the water meter. Violators will be fined $500. If you are needing your water turned off or a meter reading, please call the Water Office at 618-985-2011. If after 5:00pm or a weekend, please call the non-emergency number at the Fire Department at 618-985-8060.

Payment arrangements are available. Forms must be filled out in the office in writing. Payment arrangements must be made by the Monday before shut offs. If renting, a payment arrangement must be approved in writing and requires a signature by the landlord.

Payments may be made in the office by cash or check. Office hours are 9a – 5p Monday through Friday. Payments may be left in the drop box by the front door after normal hours or on the weekend. Payments may be mailed to the office addressed to 101 South Division, Carterville IL 62918.

Credit or debit card payments can be made online at www.visitcarterville.com through the 'pay your water bill online' link. You will need to know your amount and account # in order to pay online. Your account # is the 6 digit number found on your green bill in various places. When entering your account # online to make a payment, leave out the dash. There is a 2.9% convenience fee plus $.30 when paying online.

Automatic withdrawal (ACH) is available also. Complete the ACH form and attach a voided check from the account you wish to use and your water bill will be debited from that account automatically each month. You will still receive a bill each month but it will remind you not to pay. There is no fee for choosing ACH. No late fee penalties are ever assessed.

A deposit of $100.00 is required for all renters. This deposit will hang on the account until the renter moves. If moving within Carterville and renting, another deposit will be required for the new address. No deposit transfers to another address. At the time the renter moves, we will require a forwarding address. We will apply the $100 deposit to any outstanding bill. If the account is in good standing, any refund will be sent to the forwarding address.

Republic is the trash pickup provider for the city. If you should ever have an issue (missed pickup, damaged can etc.), please call us at the Water Office at 985-2011. We will relay the issue to Republic.

The City of Carterville has a smartphone app. Search for Carterville 311 through the Apple app store or Google Play. You can learn of city happenings and events, contact city officials and community resources, report issues and more. The app is free.