



VILLAGE OF THOMASBORO



FREQUENTLY ASKED QUESTIONS

BILLING AND TRANSFERS

WILL I RECEIVE A NEW ACCOUNT NUMBER?

Yes, you will receive a new account number on your first bill.

WHEN WILL I RECEIVE MY BILL AND IS IT DUE?

Bills will be mailed on the 10th of each month and due on the 25th of the same month.

WILL MY RATES CHANGE?

No. The rates set by the Village Board will remain the following:

- **Water - Minimum:** \$19.00 including 1000 gallons | Overage - \$3.00 per 1000 gallons
- **Wastewater - Minimum:** \$32.00 | Overage - \$7.60 per 1000 gallons

WILL MY RATES INCREASE IN THE FUTURE?

Any rate increases are voted on by the Village Board on a yearly basis.

WHAT IF NO ONE IS LIVING IN THE LOCATION, WILL I STILL BE CHARGED?

You will still be charged a monthly fee for:

- **Water** - \$19.00
- **Wastewater** - \$32.00

I'M SELLING MY PROPERTY AND WANT TO TRANSFER THE WATER & WASTEWATER TO THE NEW OWNER. HOW CAN I DO THIS?

You can call our office at 217-925-5566 and we will send a transfer form. A **transfer fee does apply** and will need to be returned to EJ Water either by mail or email.

WHOM DO I CALL IF I HAVE A QUESTION OR CONCERN ABOUT MY WATER/WASTEWATER BILL?

Try our new "**Chat With Us**" feature that we have by going to www.ejbilling.com. You can also call our office at 217-925-5566 (Monday-Friday, 8:00 a.m. – 4:00 p.m.) If you try reaching us after hours you can leave a voicemail and we will return your call the next business day.

IS IT NECESSARY THAT I PROVIDE MY CELL PHONE AND/OR EMAIL ADDRESS?

Yes! EJ Water sends out important notices about service interruptions, boil orders, and billing to you via text.

PAYMENT OPTIONS

WHAT ARE MY PAYMENT OPTIONS?

We offer paper and online billing and accept online payments at ejbilling.com. You can also arrange for recurring automatic withdrawal from your bank (ACH). Other payment options include; recurring credit card, credit or debit card by phone, or mailing a check to our office.

CAN I STILL DROP MY PAYMENT OFF LOCALLY?

Payments will no longer be accepted locally or at the bank, effective immediately. Please see payment options for other easy and new ways to make payments.

WHERE WILL I MAIL MY PAYMENT TO?

Payments can be made online at ejbilling.com by setting up an online account or by mailing it to our office.

Remit to: EJ Water Cooperative, P.O. Box 8, Dieterich, IL 62424.

HOW CAN I SET UP FOR RECURRING AUTOMATIC WITHDRAWAL (ACH) FROM MY BANK ACCOUNT?

You will be required to fill out an authorization form and submit it to our office before the ACH can be set up. You can visit www.ejwatercoop.com/ACH and complete the form online. You can also sign up for ACH please call our office at 217-925-5566.

WHEN ARE ACH WITHDRAWALS PROCESSED?

You can choose between the 5th or 15th of the month as your withdrawal date.

ARE THERE ANY FEES TO PAY VIA ACH?

ACH payments do not currently have a fee; however, policies are subject to change.

HOW CAN I SET UP RECURRING CREDIT CARD PAYMENTS?

If you are interested in signing up for recurring credit/debit card (RCC) payments, please call our office at 217-925-5566 and we can set up for your card to be charged monthly on the due date. Please note there is a fee for credit/debit card payments.

ARE THERE ANY FEES TO PAY ONLINE?

There is a **\$2.50** fee to pay online using your credit or debit card.

HOW DO I SET UP AN ONLINE ACCOUNT?

Grab your bill and go online to ejbilling.com. Under the Sign In button, it says No Account? Sign up here. Click here. Your bill will have an account number and activation code on it. Use this information to set up your online account. Once your account is created, you can login at ejbilling.com with your username and password. Once you've created your online account; you will be sent an email to the address you used. Please log in to your email and confirm your account. Once you've confirmed your account you can log onto ejbilling.com using your username and password.

WHERE CAN I FIND MY ACCOUNT NUMBER AND ACTIVATION CODE?

Please see the sample bill on the last page, the Account Number and Activation Code have been highlighted in red for ease of reference.

LATE PAYMENT/FEES

WHAT HAPPENS IF MY BILL IS NOT PAID BY THE DUE DATE?

A 10% penalty is applied to the current bill after the due date. When the penalty is applied, we will place a phone call as a friendly reminder that your bill has not been paid for the month. Make sure to sign up for texting to receive bill reminders.

WHAT HAPPENS IF MY BILL IS NOT PAID BY THE NEXT MONTH'S BILL CYCLE?

If payment has not been received by the next month's bill cycle, your past due bill plus penalty will show up as a previous balance on your bill. If payment is not received by the due date, a 10% penalty is applied to the current balance and a letter will be sent notifying the customer of a potential shut off.

I SENT A PAYMENT, BUT MY CHECK WAS RETURNED. ARE THERE ADDITIONAL FEES?

There is a \$25.00 fee for all returned checks.

WHAT HAPPENS IF I RECEIVE A SHUT OFF LETTER?

If you receive a shut off notice you have an additional 10 days to pay your bill. If payment has not been received by the final shut off day a technician will be dispatched to shut off your water and additional reconnect fees will be applied.

MY WATER HAS BEEN SHUT OFF DUE TO NON-PAYMENT. HOW CAN I GET IT BACK ON?

If your water has been shut off, you must pay your bill in full (any balances plus a \$100.00 reconnect fee) for service to be restored. Once the bill has been paid in full, please notify our customer service department at 217-925-5566 and we will dispatch someone to turn the water on. Reconnections are not made the same day a meter is locked unless payment is made prior to 1 PM and scheduling allows.

EMERGENCIES

MY WATER HAS BEEN SHUT OFF AND IT IS PAST YOUR NORMAL OFFICE HOURS. HOW CAN I GET IT BACK ON?

You can call our office at 217-925-5566 Monday thru Friday (8:00 a.m. – 4:00 p.m).

I HAD A PIPE BURST AND I HAVE A LARGE WATER BILL THIS MONTH. IS THERE A RELIEF POLICY?

If you have a large bill, please call our office to assess your options.

IF I HAVE A LEAK AND NEED MY METER TURNED OFF, CAN I TURN IT OFF?

Meters should only be shut off by authorized personnel. If you have a leak and need your water meter shut off, please call our office for assistance @ 217-925-5566.

UNDERSTANDING YOUR BILL

EJ Water Cooperative, Inc.
P O Box 8
Dieterich, Illinois 62424

(217)925-5566
ejwater@ejwatercoop.com

Return Service Requested

KEEP FOR YOUR RECORDS

NAME:	JOHN DOE			
SERV. ADDRESS:	PO BOX 8			
ACCOUNT NUMBER	SERVICE PERIOD		#DAYS	
12345	06/13/21 to 07/14/21		31	
PREVIOUS READING	PRESENT READING	SERVICE	USAGE	CHARGES
111200	115100	Water	3900	57.09
Activation Code: gnlcCNHD				
IMPORTANT NOTICES AND INFORMATION				
This institution is an equal opportunity employer				
Due Date	7/28/21	Previous Balance	\$0.00	
After Due Date	\$62.8	Bal. Due	\$57.09	
		DUE	\$57.09	

EJ Water Cooperative, Inc.
P O Box 8
Dieterich, Illinois 62424

(217)925-5566
ejwater@ejwatercoop.com

PRESORTED
First-Class Mail
Postage Paid
Dieterich, IL
Permit No. 8

RETURN THIS STUB WITH PAYMENT

4001234500000057099

JOHN DOE
PO BOX 8
DIETERICH, IL 62424

DUE DATE	7/28/21
ACCOUNT NUMBER	12345
TOTAL DUE	\$57.09
AFTER DUE DATE	\$62.8

Account Number: The number you are given that you will need to reference when you call.

Service Period: The dates that go in that cycle

#Days: The actual number of usage days for that bill

Previous Reading: This is what your meter reading was last month

Present Reading: This is what your meter reading was this month

Usage: How much water you used, in gallons

Activation Code: The code you will need to set up your online account

Previous Balance: Any balance that has carried over into the new month

Bal. Due: The balance due for that month

Due: The total due for any previous balance and the balance due

IF WE HAVEN'T ANSWERED YOUR QUESTIONS HERE, PLEASE FEEL FREE TO GIVE US A CALL @ 217.925.5566. OFFICE HOURS ARE 8:00 A.M. - 4:00 P.M. MONDAY-FRIDAY