



VILLAGE OF THOMASBORO

101 W. Main • PO Box 488 • Thomasboro, IL 61878
217-643-2675 | www.thomasboro.us

Village Utilities Frequently Asked Questions

The Village will be assuming the Utility Billing for water, sewer, and trash, along with customer service starting September 2024. Below you will find the questions most individuals have had concerning the billing transfer.

What is the last day I can pay online or by calling in using my current account?

August 31, 2024 was the final day that EJ Water Cooperative was able to accept any payments. All payments going forward must be directed to the Village.

What if I had automatic payment set up using ACH or a Credit / Debit Card?

All accounts have been deactivated by EJ Water Cooperative, and nothing additional will need to be done. However, you will need to cancel any automatic payments directly that were set up through your bank.

Will I receive a new account number?

Yes, you will receive a new Account Number and Customer ID number (CID) from the Village on both your monthly statement and through the email address on file.

When will I receive a monthly statement for my utility services?

Statements will be mailed by the 10th of each month, and payments are due prior to the 26th.

How can I pay my utility bill?

- Payments can be mailed to Village Hall, PO Box 488, Thomasboro, IL 61878
- Payments can be dropped off at Village Hall, 101 West Main Street on Tuesday or Thursday from 9:00-11:00am. After hours, the drop box by the office door can be utilized.
- Gifford Bank (Thomasboro location only) will accept payments during regular business hours. Please note, this option is for payments ONLY. All questions are addressed by the Village directly.
- ACH, Credit/Debit Card payments:
 - The website portal is currently under configuration, and will be available mid-September
 - Bill-Pay/Automated payments via your bank can be set up at your convenience. You will need your new Account Number and Customer ID

Whom do I call with questions or concerns about my utilities, water meter, or in the event of an emergency after hours?

For all questions or concerns call 217-643-2675. Leave a detailed message with your name and phone number. Calls will be returned as soon as possible.