



# VILLAGE OF GLENWOOD

Dear Glenwood Resident,

The Village of Glenwood has recently made some changes to our water and utility billing system to make it more consistent, transparent, and easier for residents to manage.

**These changes will take effect beginning with the bill due June 5, 2026.**

One of the most important changes is the transition to monthly water billing. Previously, residents received bills every two months. Under the new system, all residential accounts will now receive a bill each month. This change is intended to provide smaller, more manageable bills, establish a consistent monthly due date, and reduce confusion about billing cycles.

In addition to moving to monthly billing, several updates have been made to the structure of utility charges. The water usage rate has been slightly adjusted to reflect increases in the cost of water purchased from the City of Chicago Heights. The fee used to maintain water and wastewater infrastructure is now based on water usage, rather than a flat monthly charge, so that costs are distributed more fairly based on consumption. **The \$1 monthly administrative fee has been eliminated**, and the garbage collection fee has been adjusted to \$25.10 per month to reflect increases from the Village's service provider.

The Village has also clarified its policies regarding late payments. Water bills are due on the 5th of each month. If payment is not received by that date, a \$35 late fee will be applied. Accounts that remain unpaid after the 20th of the month will be considered delinquent, at which point an additional \$50 delinquency fee will be assessed, and the account may be subject to water service disconnection.

If service is disconnected due to nonpayment, the reconnection fee has been reduced to \$100, and service will be restored during normal Public Works operating hours.

Finally, beginning in May 2026, the Village has brought water billing operations in-house. Previously, bills were prepared and mailed by a third-party vendor. Managing billing directly will allow the Village to improve accuracy, respond more quickly to concerns, and provide better overall service to residents.

These changes are intended to create a billing system that is simpler, fairer, and easier to understand, while ensuring the Village can continue to maintain reliable water, sewer, and waste services.

If you have any questions regarding your bill or these updates, please contact Village Hall at (708) 753-2400.

Thank you for your attention and for your continued support of the Village of Glenwood.

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