

Water Billing FAQ

Updated costs and late fees to begin with the April bill due in May. Monthly billing to begin for ALL accounts with the bill due on June 5, 2026.

Monthly Water Billing

Residential water bills will now be issued monthly instead of every two months.

What this means for residents:

- Smaller monthly bills
- Easier household budgeting
- A consistent billing schedule each month
- Less confusion about when your bill is due

Updated Billing Structure

- Water usage rates were slightly adjusted due to increases in the cost of water purchased from the City of Chicago Heights.
- The Water Infrastructure Maintenance Fee (Depreciation Fund) is now based on water usage instead of a flat monthly fee.
- The \$1 monthly administrative fee has been eliminated.
- The garbage collection fee is now \$25.10 per month due to increases from Homewood Disposal

Important Billing Dates

Water bills are due on the 5th of each month.

If payment is not received:

- After the 5th: A \$35 late fee is applied
- After the 20th: The account is declared delinquent
- Delinquent accounts receive an additional \$50 delinquency fee
- Delinquent accounts may be subject to water service disconnection

Reconnection Fee Reduced

- The reconnection fee is now \$100 (previously \$200)
- Service will be restored during normal Public Works hours – **NO AFTER HOURS TURN ONS**

Water Billing Now Handled by the Village

Beginning May 2026, the Village of Glenwood has brought water billing in-house. Previously, water bills were prepared by a third-party vendor. Managing billing internally will allow the Village to improve billing accuracy, resolve issues faster, and provide better service to residents.