

Water and/or Sewer service deposit is \$150.00. This deposit is kept on file until you move from the residence and is required within 14 days of the start date of service. This is held for any damages to the meter or unpaid bills. Once you move out, the deposit is applied to the final charges on the account. It is the customer's responsibility to provide the City of Athens with a forwarding address when a final reading and refund is requested upon moving out of the water district.

Meters are read on or near the 23rd of every month and bills are sent out no later than the last business day of the month. Payment is always due by the 15th of the month. If payment is not made by the due date, then a 10% penalty is added to any unpaid balance and late notices will be sent out on the 20th of the month. If the payment has not been received by the disconnect day printed on the late notice then the water service will be shut off. There is a \$25.00 reconnect fee if water service is shut off for nonpayment, \$50.00 reconnect fee if water is reconnected after regular business hours of 8 AM-4:30 PM Monday through Friday. If your water is disconnected for non-payment, you will need to pay the \$25 reconnect fee in order for it to be reconnected. If you fail to pay that fee by the next billing cycle, your water will be disconnected again and another \$25 fee will be added to your account. Disconnections generally take place on the first Wednesday of the month, but please refer to your disconnect notice that you receive in the mail for the exact date each month. We try to give our customers plenty of time to pay their bill in order to save them money on penalties and disconnect fees.

Payments can be made in our office using check, cash or credit/debit cards. Check payments can be dropped in our drop box on the circle drive at City Hall, dropped off at Athens State Bank in Athens, or mailed to PO Box 268, Athens, IL 62613. Credit/Debit cards can also be used to make a payment via phone, or online by creating an account using the above information at www.athensil.com.

If you are leaving for the winter, or for a period of time longer than 2 months, the Water Department can come out and shut your meter off while you are gone. If you do choose to turn your meter off, we will also turn your billing inactive so that you are not charged for anything while you are gone. However, your billing will resume the day that the meter is turned back on by the Water Department. If you choose to leave your water on, we can also change your address during that time so that you can get your bills at your temporary residence.

Please note that should any collection effort be necessary, then the customer shall be responsible and agrees to reimburse the City of Athens for any costs and fees incurred in collection efforts.