

City of Charleston

City Officials

Brandon Combs.....Mayor

Matthew Hutti.....Council Member

Jeff Lahr.....Council Member

Dennis Malak.....Council Member

Tim Newell.....Council Member

Scott Smith.....City Manager

Heather Kuykendall, Comptroller

Krissta Newby, Water Department
Supervisor

*Visit our website at
www.charlestonillinois.org
for FAQ's about your water/sewer
bill.



City of Charleston

Water Department
520 Jackson Ave
Charleston, IL 61920
(217) 345-8430

Hours:
Monday—Friday, 8:00-5:00
Excluding Holidays

After-Hours Emergencies:
(217) 345-2977



City of Charleston



Charleston Water Department

Policies & Payment Options

Welcome to the
City of Charleston
Water/Sewer Billing
Department.

(217) 345-8430

August 2019

Water & Sewer Service

The City of Charleston provides water & sewer service to City residents. The City Water Department is responsible for reading water meters, preparing utility bills, receiving utility bill payments, and handling customer service inquiries.

PAYMENT OPTIONS:

- E-Billing is now available— Ask us how to apply!;
- Credit/debit card in office;
- Automatic bank drafts ;
- Online at www.charlestonillinois.org
- Credit/debit by phone @ 1-844-619-9004
- Drive up kiosk in parking lot at City Hall

After-Hours Payment—2 Drop Box Locations :

- Charleston Water Dept., 520 Jackson Ave. (parking lot by drive up kiosk)
- 1st Mid IL Bank (Lincoln Ave. by Mailboxes.)

NOTE: Drop Boxes are collected M-F at 8:00 a.m.

Payments placed in boxes after 8:00 a.m. are collected next business day.

Water Activation Policies:

Apply in Person:

- In office at 520 Jackson Avenue
- Bring driver's license or photo I.D.

On Website:

- www.charlestonillinois.org
- On homepage left side, choose "How do I" connect/disconnect my water.
- Complete questions and click submit.

A \$25.00 non-refundable activation fee will be added to the first month's billing on all new accounts.

NOTE: Customer is responsible for all usage charges. The City is not responsible for water damage.

Adjustments for leaks:

Limited to 1 per calendar year per property, if leak occurs and is repaired inside dwelling. Adjustments are calculated by averaging prior 3 months' usage. Customer pays average plus 1/2 the difference between bill and average usage.

If line leak occurs, 2 adjustments are given as described above.

A repair receipt must be presented for either adjustment to be processed.

No Adjustments for:

- Excessive usage due to vandalism on premises.
- Excessive usage due to filling swimming pools.

NOTE: If hydrant meter is used to fill swimming pool, "water only" rates apply. (See City Code 2-2C-1-A.7 regarding hydrant meter fees.)

A one-time "sewer only" adjustment can be given if a pool is filled with a garden hose. Dimensions or gallons of the pool must be submitted to this office before adjustment will be given.

If landlord and/or owner wish service left on after tenant leaves, he/she must complete "Owner/Landlord Leave-On Program" application.

This Program provides for uninterrupted service and billing for rental property owners. A written agreement must be completed and filed with Water Department to initiate this free service.

Applications are available during regular business hours. NOTE: This agreement does not prevent disconnection of tenant's service for nonpayment.

Disconnection:

Water service is subject to disconnection if water/ sewer bill is still outstanding by 8:00 am on termination date indicated on delinquent notice.

Penalties/Fees

10% —Late Fee.

\$25.00 fee—If payment is not received by 8:00 a.m. on termination date.

\$50.00 fee—Reconnection or Resumption of service outside regular business hours.

\$25.00 service charge—Returned Checks.

\$10.00 fee per meter per year—Duplicate bills and delinquent notices . Available to customers/ landlords/owners —Contact Water Department for information.

Questions? Call 345-8430.