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## Agenda Memo

Crest Hill, IL

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<b>Meeting Date:</b>	June 29, 2026
<b>Submitter:</b>	Blaine Wing, City Administrator
<b>Department:</b>	Administration
<b>Agenda Item:</b>	Discuss Draft Water & Sewer Payment Plan Options

**Summary:** Following the June 8<sup>th</sup> Work Session, Attorney Stiff and I had a meeting with Johnathan De La Torre and Rachel Del Toro. Below is their timeline of what occurred.

They closed on the property on January 18, 2026. The sellers were not at the closing. According to Jonathan and Rachel, the realtors and attorneys at the closing advised them that the water was the only utility they did not have to transfer themselves and that the Crest Hill water account would be transferred to them. They did not question this. They proceeded to have the electric, gas and internet services transferred by making the appropriate calls.

They waited one month and did not receive a water bill. Sometime in February, they called the City. They do not know who they spoke with, but they were told that they would not be able to have an account opened or transferred over the phone. So, they came to City Hall. Again, they do not know who they spoke with. They were told that the water account for the property was still in the name of the Seller (former owner), and that the City would need confirmation from the account holder. They were told that the City would contact the prior owner/account holder to verify that they were no longer in title to the property.

Approximately one week later, someone from the City called and advised that they had reached the prior owner and that they could now come in to have the account set up in their name. This was toward the end of February. Jonathan came to City Hall and “registered” with the City. He thinks it was at that visit that he was advised that there was a problem with the meter and that the City needed to get into the house to fix it. He scheduled a time for the meter to be fixed. By this time it was March.

After the meter was fixed, they received an email from Regina notifying them of the continuous flow alert. That email was March 25, 2026. When they got the email, they were both at work. Jonathan and his father immediately went to the property and were able to figure out that there was a valve on the washing machine that was on, causing water to continuously pour into the drain. They turned off that valve, and that solved the continuous flow issue.

In May, they got their water bill, which totaled \$4,238.37. They were told that the usage was 22,000 gallons. They then contacted the City and eventually Treasurer Jamie Malloy.

Staff did present to Council a draft agreement following City Council’s direction at the meeting on June 8, Attorney Stiff halved the total bill, which comes to \$2,119.00. With a 10% payment of \$210, that leaves a balance of \$1,909.00. When spread over 12 months, the monthly payment would be \$159.00. The residents said that they would agree to that payment plan. Attorney Stiff and I made it clear to them that this would be in addition to their regular water usage as billed every two months, and they understood.

At the last meeting, City Council asked for additional details. The Finance Department has since reviewed the service from both the current and previous owners:

Schedule of Events 1817 Cora St.	Dates	Description	
Scheduled Closing Date/ Took Occupancy - De La Torre	1/18/2026		
Previous Owner's Bill	1/22/2026	Almost 5 times normal bill (\$150=normal, Jan bill = \$722)	
Paid 1/22/2026 bill via Auto Debit	2/20/2026		
Continuous Flow email sent to (Previous) Owner	1/25/2026	No Response. (City now knows was the previous owner.)	
Previous Owner Requested Final Read	3/4/2026		
Final Read (Estimated)	3/5/2026		
New Resident Account Created	3/6/2026		
De La Torre information provided & account created	3/10/2026		
De La Torre Notified	3/25/2026		
Paid Final Bill (Previous Owner)	4/16/2026	Manual paid online (credit card)	
Owner (Previous) Continuous Flow	12/23/2025	Flow Began	
Owner (Previous) Continuous Flow	1/5/2026	Good Read from Meter (cubic feet)	4,050
Owner (Previous) Typical Usage	1/5/2026	Estimated Typical Use (cubic feet)	600
Excess Flow (2 weeks)	1/5/2026	Amount of usage due to Continuous Flow	3,450
		This is an estimate of what the bill should have been	
Owner (Previous) Final Bill s/b	3/5/2026	(including the continuous flow)	\$ 600.00
Owner (Previous) Estimated Final Bill	3/5/2026	Estimated Final Bill Paid by Owner (Previous)	\$238.42
		Amount of the De La Torre bill that should have been paid	
Owed by Owner (Previous)	3/5/2026	by Owner (Previous)	\$361.58

Besides addressing specific issues, staff with the assistance of the City Attorney, will be working on several other items, including:

- Moving to monthly billing.
- Having automatic meters that will allow for remote shutoffs and turning on water.
- Updating our procedures and policies to improve communication with customers and our departments.
- Updating the City’s code, so that there are clear rules when property is sold.

**Recommended Council Action:** Discussion and direction, so that a final agreement can be drafted for City Council’s consideration on July 6<sup>th</sup>.