



Agenda Memo

Crest Hill, IL

Meeting Date: August 3, 2026

Submitter: Blaine Wing, City Administrator

Department: Administration

Agenda Item: Approve a Resolution Approving a Hardship Assistance Program for the Water Customers Still Needing to Replace Their Existing Water Meter with the City's New Smart Water Meters

Summary: Last year (2025) the City had a Smart Water Meter Hardship Assistance Program that expired on 12/31/25. During the pilot program only a few residents applied for and used it.

The City has since received a letter from an elderly resident requesting assistance. This resident would have qualified if the program was still in place. Thus, at this time, staff are asking to re-activate the program through the end of 2027. There are now approximately 30 non-smart meters throughout the City, thus the potential cost is minimal.

Note: There remains a \$50 fee for manual meter read, for each read. Thus, staff expects that could be some additional residents that might take advantage of a reactivated program.

At the July 27, 2026 Work Session Meeting, Council advised staff to present a resolution for consideration, reactivating the Smart Water Meter Hardship Assistance Program.

Recommended Council Action: Approve 2026-27 Smart Water Meter Hardship Assistance Program

Attachments:
Resolution
2026-27 Smart Water Meter Hardship Assistance Program