



Agenda Memo

Crest Hill, IL

Meeting Date:	June 15, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Discuss Draft Water & Sewer Payment Plan Options

Summary: Following the June 8th 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.

Based on the 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.

Besides addressing the specific issue, 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.

Recommended Council Action: Discussion and approval of the attached agreement and authorizing the City Administrator to execute the agreement.