



Agenda Memo

Crest Hill, IL

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| Meeting Date: | June 8, 2026 |
| Submitter: | Blaine Wing, City Administrator |
| Department: | Administration |
| Agenda Item: | Discuss Draft Water & Sewer Payment Plan Options |

Summary: Recently there have been some residents that have been seeking payment plans from the City in regards to their water and sewer bills. The City does not currently have a policy or options available to address these requests.

Staff has quickly reviewed several other community policies and feel that Crest Hill should have a program and policy to address these sort of requests.

Staff plans to provide additional information during Monday evening's meeting with the goal of bringing a policy forward for City Council's consideration on June 15th, if City Council is in agreement.

Staff note that simply having payment options will not fully address this issue and are working on several other items, including:

- Moving to monthly billing.
- Having automatic meters that will allow for remote shutoffs and turning on water.
- Improved software.
- Better communication with departments and the public.
- Etc.

Recommended Council Action: Discussion and direction being sought.