



Memo

Crest Hill, IL

Meeting Date:	September 8, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Draft Residential Utility Billing Assistance Pilot Program

Summary: The City continues to get more and more residents reaching out to City Council members and the City requesting to be placed on a payment plan for their utility bills.

The City does not currently have a payment plan option, and as such, staff started reviewing how other communities address these requests and what were some common themes that were occurring. Staff from the Finance and Administration departments met several times and eventually created the attached initial draft pilot program for discussion.

Staff also talked with or met with several residents who have experienced higher bills, for various reasons. Each of those residents requested the waiver of the late fee and to be placed on a payment plan.

Attachment:

Residential Utility Billing Assistance Pilot Program