VILLAGE OF POPLAR GROVE

"A Great Place to Call Home"

200 Hill Street, Poplar Grove, IL 61065

Phone: (815) 765-3201 – Fax: (815)765-3571

www.villageofpoplargrove.com

September 10, 2021

To: Village of Poplar Grove Board

From: Barb Resch – Billing Clerk

Water & Sewer account at 14023 Ashwin Lane, Poplar Grove IL.

Issue 1.

His bill for 9000 should have been $136.37 but it billed him $481.60, and he had a past due amount of $45.00 = making the total for his June bill $526.60

The system billed him in error:

$110.00 – Water shut off / On

$235.23 – Water and Sewer Base

I called BS&A and they reversed the amounts that were billed in error.

After the correction was made his bill was $136.37 + $45.00 past due amount for a total of $181.37

He paid on 07/23/21.

Issue 2.

July read was 35000 for 06-16-21 – 07-15-21 = $470.73

Katie Jaster called and left a message for him regarding his high consumption.

Resident returned her call and talked with me, and I asked if there was a toilet leak, did extra watering outside, water softener re-generating too often? He said no but did say that back in May he had a service come and deal with a water issue. I told him that I would check into to it and call him back.

Talked with Katie and she said that everything looked fine and that the meter was working fine.

Called him back twice and had to leave a message.

Did not hear back from him.

Issue 3

August read was 30000 for 07-16-21 – 08-15-21 = $406.43

Katie Jaster called and had to leave a message regarding the high consumption again.

He called back and was upset about the high consumption and that he did not get a call back regarding the previous month's read. I talked to him, let him know that I did call back and left 2 messages. He was adamant that it was something with our meter or billing software and that there was no leak. I told him that everything was billing correctly and asked him if he would like to come in and get toilet tablets to check for leaks.

Also told him that he could write a letter to the board, and I would need to have it by 09/09/21. I also told him to come and speak to the board and explain his situation on 9-13-21 or 09-15-21. He said that he would do it.

9-1-21 – public works took a read of the meter. It was reading 5000 gal for 2 weeks which seems to be back to a normal usage.

Gave this information to him and asked if he would be able to pay something towards his account. I reminded him about the writing a letter and speaking in front of the board.

He paid $180.00 on 09/07/21.

I called him in 09/09/21 reminding him that I needed to have his letter by the end of the day if he was still planning on writing one. He dropped it off and gave it to Karri and Karri also told him about coming and speaking to the board.

We were getting ready to do door notices and shut offs, but we were waiting on his due to some information that was given to us about a personal issue. Just as a reminder that we needed some sort of payment and his letter, we did have public works go put a door notice on his door. He left us a message about this, and I called him back to let him know it was only as a reminder that we needed a payment and his letter and that we are still working with him.