



Good afternoon!

My name is Lisa Zupon and I have been a resident of Poplar Grove for 9 years. I noticed that my water bills have been steadily climbing since I have lived here. When I had 5 people in the house, it was much cheaper than what I pay now with 2 people.

The reason I am writing is because the most recent bill I received was \$300, for 2 people. I have been having a hard time paying the \$150 bills I was receiving but this is getting out of hand. The few months I was late paying my water bill, my water was swiftly shut off. This resulted in an additional \$200 in shut off/turn on fees. If someone cannot afford to pay their bill, how is it justifiable to charge them \$200 (in addition to their balance) to turn their water back on? I understand there may be residents who intentionally do things to provoke the village and that may be why the board decided it was a good idea to charge \$100 for shut off and \$100 to turn it on, but this is really hurting the people who truly can't afford to pay their bill on time.

This past month, the village claims I used 22,000 gallons of water between 2 people. My typical usage is closer to 8,000 gallons. It would be merely impossible for two people to use three times the amount of water without having an obvious explanation (Pool fill, busted pipe, ect). I tested my toilets with the dye the village suggested and examined around the base of the toilets for a compromised wax ring, no leaks. Furthermore, David Howe and Jeff Goings pulled my account history and came out to inspect the lines to determine a possible cause for the increase. Everyone was in agreement that this situation is strange since there is no rationale for the significant water increase. I was told that my account will be monitored for the next several months.

In conclusion, I am requesting a credit on my account for extra 16,000 gallons I was billed, since there is not a valid explanation as to how this amount of water was consumed. Thank you for your time and your consideration in this matter.

Yours Truly,

Lisa Zupon

[4128 Milkweed Drive](#)

[Poplar Grove, IL 61065](#)



History Detail Report

Monday, February 10, 2025

Location ID: [REDACTED]

Account #: [REDACTED]

Service Address: 4128 MILKWEED DRIVE

Customer Name: LISA ZUPON

Posted	Created	Action	Item - or - User	Amount	Balance
		Read	Usage	Other Info	
01/28/25	01/28/25 15:47	Bill Calculated	12/16/24-01/15/25	\$303.73	\$303.73
01/21/25	01/21/25 13:29	Meter Read	Water		\$0.00
		1431000	20000	Auto	
01/06/25	01/06/25 12:00	Payment Posted	R25-145677	\$556.95	\$0.00
01/06/25	01/06/25 10:32	Bill Adjustment	WATER TURN ON FEE	\$110.00	\$556.95
12/30/24	12/30/24 9:01	Bill Calculated	11/16/24-12/15/24	\$135.01	\$446.95
12/23/24	12/23/24 10:08	Penalty		\$14.91	\$311.94
12/18/24	12/18/24 9:46	Payment Posted	R24-144919	\$200.00	\$297.03
12/17/24	12/17/24 13:55	Meter Read	Water		\$497.03
		1411000	8000	Auto	
12/04/24	12/04/24 14:31	Payment Posted	R24-144225	\$200.00	\$497.03
12/04/24	12/04/24 8:51	Bill Adjustment	WATER TURN ON FEE	\$110.00	\$697.03
11/25/24	11/25/24 11:45	Bill Calculated	10/16/24-11/18/24	\$149.07	\$587.03
11/21/24	11/21/24 15:27	Penalty		\$14.91	\$437.96
11/18/24	11/18/24 14:54	Meter Read	Water		\$423.05
		1403000	9000	Auto	
10/29/24	10/29/24 18:44	Bill Calculated	09/16/24-10/15/24	\$149.07	\$423.05
10/22/24	10/22/24 9:57	Past Due Notice Sen	Past Due=\$163.98	\$0.00	\$273.98
10/22/24	10/22/24 9:51	Past Due Notice Sen	Past Due=\$149.07	\$0.00	\$273.98
10/22/24	10/22/24 9:42	Penalty		\$14.91	\$273.98
10/16/24	10/16/24 12:46	Meter Read	Water		\$259.07
		1394000	9000	Auto	
10/08/24	10/08/24 10:41	Payment Posted	R24-141363	\$561.69	\$259.07
10/08/24	10/08/24 9:21	Bill Adjustment	WATER TURN ON FEE	\$110.00	\$820.76
09/27/24	09/27/24 16:26	Bill Calculated	08/16/24-09/15/24	\$149.07	\$710.76
09/24/24	09/24/24 11:45	Penalty		\$28.97	\$561.69
09/18/24	09/18/24 12:46	Meter Read	Water		\$532.72
		1385000	9000	Auto	
08/28/24	08/28/24 12:05	Bill Calculated	07/16/24-08/15/24	\$289.67	\$532.72
08/21/24	08/21/24 16:11	Meter Read	Water		\$243.05
		1376000	19000	Auto	
08/21/24	08/21/24 13:36	Past Due Notice Sen	Past Due=\$120.95	\$0.00	\$243.05

08/21/24	08/21/24 13:26	Penalty		\$12.10	\$243.05
08/07/24	08/07/24 11:42	Payment Posted	R24-138131	\$254.01	\$230.95
08/07/24	08/07/24 10:13	Bill Adjustment	WATER TURN OFF FEE	\$110.00	\$484.96
07/30/24	07/30/24 14:24	Bill Calculated	06/16/24-07/15/24	\$120.95	\$374.96
07/23/24	07/23/24 12:10	Past Due Notice Sen	Past Due=\$254.01	\$0.00	\$254.01
07/23/24	07/23/24 12:06	Penalty		\$9.29	\$254.01
07/17/24	07/17/24 11:02	Meter Read	Water		\$244.72
		1357000	7000	Auto	
06/28/24	06/28/24 10:55	Bill Calculated	05/16/24-06/15/24	\$92.83	\$244.72
06/24/24	06/24/24 14:10	Past Due Notice Sen	Past Due=\$151.89	\$0.00	\$151.89
06/24/24	06/24/24 14:05	Penalty		\$13.82	\$151.89
06/17/24	06/18/24 10:23	Meter Read	Water		\$138.07
		1350000	5000	Auto	
05/30/24	05/30/24 11:59	Credit Transfer		\$0.00	\$138.07
05/30/24	05/30/24 11:59	Bill Calculated	04/16/24-05/15/24	\$138.07	\$138.07
05/23/24	05/23/24 13:46	Payment Posted	R24-134705	\$258.36	\$0.00
05/21/24	05/21/24 10:01	Past Due Notice Sen	Past Due=\$258.36	\$0.00	\$258.36
05/21/24	05/21/24 9:49	Penalty		\$13.11	\$258.36
05/17/24	05/17/24 12:18	Meter Read	Water		\$245.25
		1345000	10000	Auto	
04/30/24	04/30/24 11:45	Bill Calculated	03/16/24-04/15/24	\$131.07	\$245.25
04/23/24	04/23/24 10:19	Penalty		\$10.38	\$114.18
04/16/24	04/16/24 16:31	Meter Read	Water		\$103.80
		1335000	8000	Auto	
04/04/24	04/04/24 13:31	Payment Posted	R24-132027	\$193.90	\$103.80
03/27/24	03/27/24 11:47	Bill Calculated	02/16/24-03/15/24	\$103.77	\$297.70
03/22/24	03/22/24 9:31	Past Due Notice Sen	Past Due=\$193.93	\$0.00	\$193.93
03/22/24	03/22/24 9:25	Penalty		\$11.75	\$193.93
03/18/24	03/18/24 15:27	Meter Read	Water		\$182.18
		1327000	6000	Auto	
02/28/24	02/28/24 11:12	Bill Calculated	01/16/24-02/15/24	\$117.42	\$182.18
02/22/24	02/22/24 10:13	Past Due Notice Sen	Past Due=\$64.76	\$0.00	\$64.76
02/22/24	02/22/24 10:09	Penalty		\$5.89	\$64.76
02/16/24	02/19/24 14:07	Meter Read	Water		\$58.87
		1321000	7000	Auto	
02/02/24	02/02/24 12:21	Payment Posted	R24-128769	\$200.00	\$58.87
01/30/24	01/30/24 11:50	Bill Calculated	12/16/23-01/15/24	\$144.72	\$258.87
01/24/24	01/24/24 9:23	Past Due Notice Sen	Past Due=\$114.15	\$0.00	\$114.15

01/24/24	01/24/24 9:18	Penalty		\$10.38	\$114.15
01/18/24	01/18/24 14:41	Meter Read	Water		\$103.77
		1314000	9000	Auto	
01/03/24	01/03/24 14:42	Payment Posted	R24-127300	\$129.17	\$103.77

Total Usage: 126,000.00

Report Generated: 2/10/2025 12:48 PM
Report Options: Posted From: 1/1/2024 To: 2/10/2025
