

August 5, 2024

Poplar Grove Water Billing dept  
200 N Hill Street  
Poplar Grove IL 61065

Re: Customer acct: [REDACTED]  
Service Address: 14025 Ashwin Lane  
Account: Patricia & Harold Gall  
Billing periods: 06/16/24 to 07/15/24 & 7/16/24 to 8/15/2024

To Whom it May Concern,

I received our current water bill for the last month \$1,228.48. We had a water leak event that caused water to be continuing to run through our water softener system that we were unaware of until we received notification from the city water department. We were notified by the water dept on 7/23/24 of a running meter and contacted a plumber immediately. He identified the water softener had a problem that it wasn't shutting off. He disconnected the water softener system and noted the equipment failure on his invoice. A copy of their invoice for the completed work to show what they had done is attached. This work had been completed on the same day of 7/23/2024.

Unfortunately, I have no idea how we are going to pay for these two months of water issue. The date of the event may overlap with the PRIOR month and the current water statement. We are on very **tight fixed income** and have no means to pay for this current bill or the likely upcoming water bill. The water would have been clean water so there wouldn't have been any extra treatment to clean the water since it was coming through the water softener system. We are asking for a reduction on the bill and a payment plan on the remaining portions for these two months.

Our typical water bill is around \$80 so you can see this is quite a large bill. Sadly, we had to have our daughter pay for the plumber's bill as we couldn't pay for even this portion. We beg for your assistance to assist a pair of senior citizens that have lived in the community almost 20 years. Please let us know us any financial assistance you can provide. Thank you again for your time and assistance!

Best regards,

Patricia and Harold Gall  
14025 Ashwin Lane  
Poplar Grove IL 61065  
[REDACTED]



Roto-Rooter Rockford  
 3333 Forest View Rd  
 Rockford, Illinois 61109  
 (815) 201-0701  
 IL License# 055-042759

Invoice 117850580  
 Invoice Date 7/23/2024  
 Completed Date  
 Technician Todd Hall  
 Customer PO  
 Payment Term Due Upon Receipt

**Billing Address**  
 Alicia Morrison  
 14025 Ashwin Lane  
 Poplar Grove, IL 61065 USA

**Job Address**  
 Alicia Morrison  
 14025 Ashwin Lane  
 Poplar Grove, IL 61065 USA

**Description of Work**

Eliminate water softener from water systems haul unit away and bypass water lines. Recommend water softener Water softener was malfunctioning and water was running through system straight into the drain

Task #	Description	Quantity	Your Price	Your Total
D00200	Leak - 3/4" Waterline Repair. Drain down system, repair to exposed 3/4" waterline up to 2' in length. Pressurize system, purge air, and test for leaks. 6-Month Warranty on Workmanship	1.00	\$384.70	\$384.70

Paid On	Type	Memo	Amount
7/23/2024	Credit Card		\$384.70

<b>Sub-Total</b>	\$384.70
<b>Tax</b>	\$0.00
<b>Total Due</b>	\$384.70
<b>Payment</b>	\$384.70
<b>Balance Due</b>	\$0.00

Thank you for choosing Roto-Rooter, we appreciate your business!

I authorize the services listed and agree to pay the amounts indicated. I have read and agree to the Terms and Conditions, including Roto-Rooter's responsibility in those terms.

7/23/2024

I acknowledge completion of the above described work which has been done to my complete satisfaction.

7/23/2024

I authorize Roto-Rooter to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.