

Karri Anderberg

From: [REDACTED]
Sent: Monday, October 3, 2022 11:00 AM
To: Karri Anderberg
Subject: Water Bill

I am writing to get a refund of a service fee for my water bill at 129 Titleist Trail, Poplar Grove. I was out of town for a time and did have an outstanding balance on my account. Upon my return however, I received a shut off notice stating that the bill had to be paid by the 20th, as it was, or water would be shut off. On the 20th the Water/Sewer department shut off the water to my house. On that same day Water was restored after the Village water / sewer Department received a call from me and also received the payment. The bill was late and I totally understand the late fee however when a notice is sent out that a payment has to be made by a certain date, and it was, a turn off fee cannot be added to my bill. Due to these circumstances, and meeting the payment date, I would ask for the \$110 to be removed from my water bill.

Thank you,

Matt Weckler
[REDACTED]



POPLAR GROVE

200 N. Hill St
Poplar Grove IL, 61065
www.poplargo-ve-il.gov

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	08/20/22
AMOUNT AFTER DUE DATE	258.90
PLEASE PAY THIS AMOUNT	\$235.36



\$ _____
AMOUNT PAID

MATHEW & SUSAN WECKLER
129 TITLEIST TRL
POPLAR GROVE, IL 61065-7808

Make Checks Payable to: VILLAGE OF POPLAR GROVE
200 N. Hill Street, Poplar Grove, IL 61065
To Pay by Credit Card Visit www.poplargo-ve-il.gov



PLEASE RETURN THE TOP PORTION OF THE BILL WITH YOUR PAYMENT AND KEEP THE BOTTOM PORTION FOR YOUR RECORDS.



POPLAR GROVE

Village of Poplar Grove
200 N. Hill Street
Poplar Grove, IL 61065
Monday-Friday 8:30 AM to 4:30 PM
For customer service, call (815) 765-3201

Water/Sewer Bill

ANNOUNCEMENTS

Yard Waste Pick-Up will be through November 28, 2022

Trick or Treating Hours will be 4:00 PM - 7:00 PM on
October 31, 2022

Village of Poplar Grove Tree Lighting will be on
November 19, 2022 4:00 PM - 6:00 PM at Village Hall.
More details to come.

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 129 TITLEIST TRAIL
Billing Period: 06/16/2022 To 07/15/2022
Billing Days: 30
Due Date: 08/20/2022

Water Quality Reports 2021

Go to <https://www.poplargo-ve-il.gov/water-sewer/page/consumer-confidence-reports-ccr>
to view your annual water quality report. This report
contains important information about the source and
quality of your drinking water during 2021. For a paper
copy please call 815-765-3201 or stop in at Village Hall.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	53997635	Auto	1059000	1074000	15000

Base Rates include first 2,000 gallons of consumption.

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$15.90
WATER USAGE	15000	\$34.32
SEWER BASE		\$31.84
SEWER USAGE	15000	\$137.93

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	15.37
CURRENT BILL AMOUNT DUE	219.99
CURRENT BILL DUE DATE	08/20/22
PLEASE PAY THIS AMOUNT	\$235.36



VILLAGE OF POPLAR GROVE

"A Great Place to Call Home"

MATHEW & SUSAN WECKLER
129 TITLEIST TRL
POPLAR GROVE, IL 61065-7808

August 24, 2022

Re: Account# [REDACTED]
Amount Due: \$257.35

Service Address: 129 TITLEIST TRAIL

Dear MATHEW & SUSAN WECKLER [REDACTED]

Our records indicate we did not receive your water and sewer payment and your account is now past due.

This is your final notice and if your account is not in compliance, or a payment arrangement has not been made by the first of the month, your account will be subjected to disconnection.

If your service has been disconnected for non-payment, there will be an additional one hundred ten (\$110.00) disconnection/turn on fee, which will be applied to your account.

Services will not be restored until the past due balance is paid in full.

If this correspondence has crossed in the mail with your payment, please disregard this notice.

The Village of Poplar Grove
Water & Sewer Administration Department

200 Hill Street Poplar Grove, IL 61065
Phone: (815) 765-3201 Fax: (815) 765-3571
Pay online at: www.villageofpoplargo.com

History Detail Report

Tuesday, October 4, 2022

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Location ID: [REDACTED]
Account #: [REDACTED]
Service Address: 129 TITLEIST TRAIL
Customer Name: MATHEW & SUSAN WECKLER

Posted	Created	Action Read	Item - or - User Usage	Amount Other Info	Balance
09/29/22	09/29/22 12:14	Bill Calculated	08/16/22-09/15/22	\$100.74	\$210.74
09/19/22	09/19/22 13:36	Payment Posted	R22-103864	\$206.74	\$110.00
09/14/22	09/14/22 16:08	Meter Read 1094000	Water 6000	Auto	\$316.74
09/06/22	09/06/22 13:06	Payment Posted	R22-102962	\$257.35	\$316.74
09/06/22	09/06/22 11:19	Bill Adjustment	WATER TURN ON FEE	\$110.00	\$574.09
08/30/22	08/30/22 14:49	Bill Calculated	07/16/22-08/15/22	\$206.74	\$464.09
08/24/22	08/24/22 10:04	Past Due Notice Sen	Past Due=\$257.35		\$257.35
08/24/22	08/24/22 9:56	Penalty		\$0.00 \$21.99	\$257.35
08/16/22	08/17/22 13:52	Meter Read 1088000	Water 14000	Auto	\$235.36
07/28/22	07/28/22 12:33	Bill Calculated	06/16/22-07/15/22	\$219.99	\$235.36
07/25/22	07/25/22 13:43	Payment Posted	R22-101167	\$153.74	\$15.37
07/21/22	07/21/22 10:12	Past Due Notice Sen	Past Due=\$169.11		\$169.11
07/21/22	07/21/22 10:05	Penalty		\$0.00 \$15.37	\$169.11
07/13/22	07/14/22 15:27	Meter Read 1074000	Water 15000	Auto	\$153.74
06/29/22	06/29/22 11:25	Bill Calculated	05/16/22-06/15/22	\$153.74	\$153.74
06/15/22	06/15/22 13:56	Meter Read 1059000	Water 10000	Auto	\$0.00
06/14/22	06/14/22 11:54	Payment Posted	R22-098933	\$125.25	\$0.00
06/01/22	06/01/22 11:05	Payment Posted	R22-098319	\$79.27	\$125.25
05/26/22	05/26/22 13:57	Bill Calculated	04/16/22-05/15/22	\$125.25	\$204.52
05/23/22	05/23/22 10:55	Past Due Notice Sen	Past Due=\$79.27		\$79.27
05/23/22	05/23/22 10:47	Penalty		\$0.00 \$7.20	\$79.27
05/16/22	05/16/22 14:41	Meter Read 1049000	Water 8000	Auto	\$72.07
04/28/22	04/28/22 12:08	Bill Calculated	03/16/22-04/15/22	\$72.07	\$72.07
04/18/22	04/18/22 14:24	Payment Posted	R22-096226	\$72.07	\$0.00
04/13/22	04/13/22 15:57	Meter Read 1041000	Water 4000	Auto	\$72.07
03/29/22	03/29/22 11:03	Bill Calculated	02/16/22-03/15/22	\$72.07	\$72.07
03/15/22	03/16/22 9:43	Meter Read	Water		\$0.00

		1037000	4000	Auto	
03/15/22	03/15/22 11:08	Payment Posted	R22-094523	\$72.07	\$0.00
02/25/22	02/25/22 11:33	Bill Calculated	01/16/22-02/15/22	\$72.07	\$72.07
02/22/22	02/22/22 14:00	Payment Posted	R22-093617	\$97.79	\$0.00
02/15/22	02/15/22 14:19	Meter Read	Water		\$97.79
		1033000	4000	Auto	
01/27/22	01/27/22 11:52	Bill Calculated	12/16/21-01/15/22	\$97.79	\$97.79
01/14/22	01/14/22 14:43	Meter Read	Water		\$0.00
		1029000	6000	Auto	
01/12/22	01/12/22 13:54	Payment Posted	R22-091333	\$84.93	\$0.00
12/28/21	12/28/21 10:25	Bill Calculated	11/16/21-12/15/21	\$84.93	\$84.93
12/15/21	12/15/21 12:04	Payment Posted	R21-089965	\$84.93	\$0.00
12/15/21	12/15/21 11:38	Meter Read	Water		\$84.93
		1023000	5000	Auto	
11/29/21	11/29/21 13:41	Bill Calculated	10/16/21-11/15/21	\$84.93	\$84.93
11/15/21	11/16/21 8:19	Meter Read	Water		\$0.00
		1018000	5000	Auto	
11/15/21	11/15/21 14:23	Payment Posted	R21-088552	\$84.93	\$0.00
10/28/21	10/28/21 15:28	Bill Calculated	09/16/21-10/15/21	\$84.93	\$84.93
10/19/21	10/19/21 12:05	Payment Posted	R21-087301	\$97.79	\$0.00
10/15/21	10/18/21 12:34	Meter Read	Water		\$97.79
		1013000	5000	Auto	

Total Usage: 86,000.00

Report Generated: 10/4/2022 10:01 AM

Report Options: Posted From: 10/4/2021 To: 10/4/2022
