

303 S State Street

10/17/23 – Public Works department did reads, and the water consumption was 25000 gallons. 22000-gallon increase.

The office had called and left a message regarding the high consumption. We never heard back from them.

11/20/23- Public Works department did reads, and the water consumption was 73000 gallons. 51000-gallon increase.

The office had called and left a message regarding the high consumption.

12/15/23 1:21 PM – The residents called us back to let us know that they had a leaky toilet, and they have back cloudy water and they had called a plumber. Office told them we would talk with the Public Works Department and ask them to check the water flow through the meter due to the water being discolored throughout the house.

The office told them that because the water went down the drain and was treated that office staff would not be able to give them any sort of credit. They were informed that any type of credit would need to be approved by the board. They were instructed to write a letter to the board and that was not required but highly recommend appearing before the board to plead their case. They were told the deputy clerk would need to have the letter by Wednesday January 3, 2024, to be on the January 10, 2024, board meeting agenda. They were also told that we could set up a payment plan for them until the matter was resolved. They told the office they would get back with us.

Public Works employees went and checked the meter. They brought back a bucket with water in it for the Public Works director to look at. There was nothing wrong with the water and was not a Village issue.

12/18/23 11:28 AM. They called back to have a payment plan set up.

12/18/23 12:00 PM. – Resident called back still complaining about the high-water bill and the color of the water. They told the office staff that they had to let the water run for a very long time to get it to clear up. They were given the same information as told on 12/15/23.

12/20/23 3:30 PM – The owner of the property called to complain about the high-water consumption and bill. Indicated that it was a Village issue, and nothing was wrong with the house.

01/08/24 11:50AM – The residents called to ask when they needed to have their letter to us for the 01/10/23 board meeting. The office told them it was too late for the 01/10/24 meeting and that we would need to have their letter and information by noon on Wednesday 01/10/24 to be on the 01/17/24 board meeting agenda.

We received their information on Thursday 01/11/24 at 3:30 PM.