

Jordan Egan
303 S State St
Poplar Grove, IL 61065

01/08/24

The Village of Poplar Grove Board
Village of Poplar Grove
200 N Hill St
Poplar Grove, IL 61065

Subject: Water Bill Dispute for Account Number [REDACTED]

Dear Board

I am writing to dispute the abnormally high charge of my most recent water bill dated 12/20/23. My account number is [REDACTED]

The bill shows an unusually high charge, inconsistent with my typical usage. Enclosed are copies of my last year's bills for comparison. We had issues with murky water that subsided for a short time, only for it to return a very dark grey/black color. We ran all of our faucets and flushed the toilet many times upstairs until both phases of discolored water subsided.

When we received the bill that included this process in its timeframe, we immediately had someone come out to check our water filter for errors or issues, as well as any possible signs of leaks or breaks. Upon this time we were informed our water was still running a murky greyish color when the water coming in from outside was checked, and this was after being told our filters were in working order. After learning this information, we called Village of Poplar Grove Water and Sewer to see what our options were. We were given the option to have people from your office come to check the water personally and we accepted this offer. Upon checking the water themselves, it confirmed the water was murky and discolored.

Due to these issues listed above, I believe there are possible issues with the connection between the pipes of our house to the street that are out of our control.

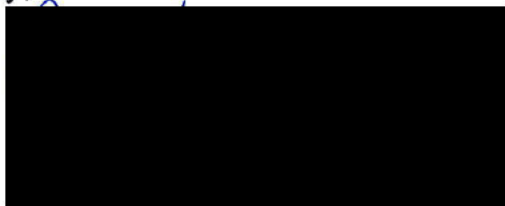
We are requesting a reduction in the bill on 12/20/23

Please find attached previous bills from this past year, the invoice from the company hired to check the filters, as well as photographs of the water at the time service was done by Poplar Grove Water and Sewer, and items discolored in our home due to the water currently.

I look forward to speaking with you and addressing this matter at the first board meeting of January 2024 so we may come to an amicable resolution for all.

Thank you for your attention to this issue.

Sincerely,



Jordan Egan



POPLAR GROVE

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

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

REMITTANCE STUB

ACCOUNT NUMBER

DUE DATE	01/20/24
AMOUNT AFTER DUE DATE	\$1161.92
PLEASE PAY THIS AMOUNT	\$1,056.29



AMOUNT PAID

Make Checks Payable to: VILLAGE OF POPLAR GROVE
200 N. Hill Street, Poplar Grove, IL 61065

To Pay by Credit Card Visit www.poplargo-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

PNP PIN: [REDACTED]

ANNOUNCEMENTS

We wish you a Happy New Year.

Village Hall will be closed the following days for the New Year Holiday:
Monday January 1st and Tuesday January 2nd.

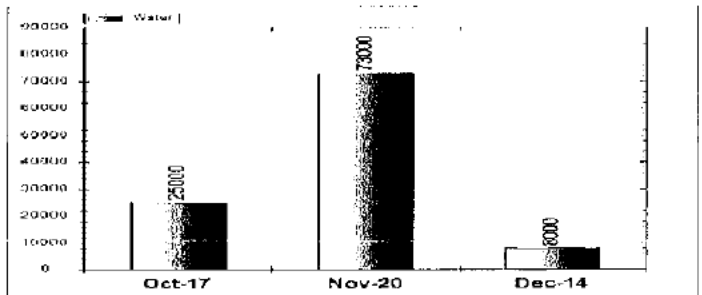
2024 Dog Park Tags will be available starting January 3.

Please remember that when a Snow Emergency is issued, all vehicles must be off of the streets.

LAST PAYMENT POSTED: 12/20/2023
\$100.00

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 11/16/2023
Billing Days: 30 To 12/15/2023
Due Date: 01/20/2024



METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	622	630	8

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	8000	\$16.32
SEWER BASE		\$32.79
SEWER USAGE	8000	\$65.58

Account Number:	[REDACTED]
PAST DUE AMOUNT - PAY NOW	925.22
CURRENT BILL AMOUNT DUE	131.07
CURRENT BILL DUE DATE	01/20/24
PLEASE PAY THIS AMOUNT	\$1,056.29



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	12/20/23
AMOUNT AFTER DUE DATE	\$1025.22
PLEASE PAY THIS AMOUNT	\$1,025.22



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

Make Checks Payable to: VILLAGE OF POPLAR GROVE
200 N. Hill Street, Poplar Grove, IL 61065
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Village of Poplar Grove
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Poplar Grove, IL 61065
Monday-Friday 8:30 AM to 4:30 PM
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Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Our 10th Annual Tree Lighting will be on November 18, 2023 from 4:00 PM - 6:00 PM at Village Hall. Details will be posted on our website.

We are currently accepting cash donations for our annual Christmas food baskets. This year we have 30 Families & 10 Senior Households that will be receiving baskets. Please call Village Hall with any questions.

Village Hall will be closed on Thursday November 23rd & Friday November 24th for the Thanksgiving Holiday.
OPENABL ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 10/16/2023 To 11/15/2023
Billing Days: 31
Due Date: 12/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	Auto	549000	622000	73000

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	73000	\$200.02
SEWER BASE		\$32.79
SEWER USAGE	73000	\$776.03

Account Number:	[REDACTED]
PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	1,025.22
CURRENT BILL DUE DATE	12/20/23
PLEASE PAY THIS AMOUNT	\$1,025.22



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	11/20/23
AMOUNT AFTER DUE DATE	\$363.12
PLEASE PAY THIS AMOUNT	\$363.12



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

Make Checks Payable to: VILLAGE OF POPLAR GROVE
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Poplar Grove, IL 61065
Monday-Friday 8:30 AM to 4:30 PM
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Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Our 10th Annual Tree Lighting will be on November 18, 2023 from 4:00 PM - 6:00 PM at Village Hall. Details will be posted on our website.

We are currently accepting cash donations for our annual Christmas food baskets. This year we have 30 Families & 10 Senior Households that will be receiving baskets. Please call Village Hall with any questions.

Village Hall will be closed on Thursday November 23rd & Friday November 24th for the Thanksgiving Holiday.
OPENABLE ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 09/16/2023 To 10/15/2023
Billing Days: 30
Due Date: 11/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	Auto	524000	549000	25000

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	25000	\$62.56
SEWER BASE		\$32.79
SEWER USAGE	25000	\$251.39

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	363.12
CURRENT BILL DUE DATE	11/20/23
PLEASE PAY THIS AMOUNT	\$363.12



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REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	10/20/23
AMOUNT AFTER DUE DATE	\$69.10
PLEASE PAY THIS AMOUNT	\$62.82



AMOUNT PAID

Make Checks Payable to: VILLAGE OF POPLAR GROVE
200 N. Hill Street, Poplar Grove, IL 61065
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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

PNP PIN: [REDACTED]

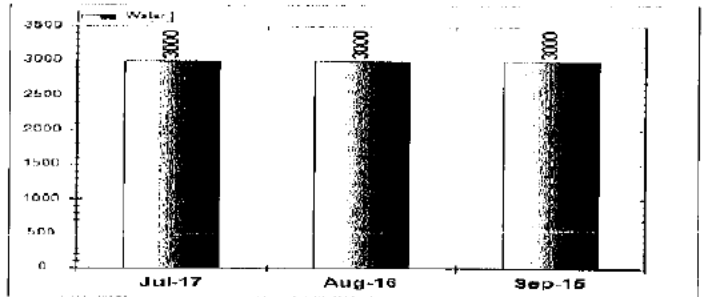
ANNOUNCEMENTS

Trick-or-Treating Hours will be 4:00PM - 7:00PM on October 31, 2023

Village Of Poplar Grove Tree Lighting will be on November 18, 2023 4:00PM - 6:00PM at Village Hall. More details to come.

BILLING INFORMATION

Account Number: 0011066000
Service Address: 303 S STATE STREET
Billing Period: 08/16/2023
Billing Days: 31 To 09/15/2023
Due Date: 10/20/2023



LAST PAYMENT POSTED: 09/11/2023
\$62.82

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	521	524	3

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	3000	\$2.72
SEWER BASE		\$32.79
SEWER USAGE	3000	\$10.93

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	62.82
CURRENT BILL DUE DATE	10/20/23
PLEASE PAY THIS AMOUNT	\$62.82



POPLAR GROVE

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www.poplargo-ill.gov

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	09/20/23
AMOUNT AFTER DUE DATE	\$69.10
PLEASE PAY THIS AMOUNT	\$62.82



\$ _____
AMOUNT PAID

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POPLAR GROVE, IL 61065-9093

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Monday-Friday 8:30 AM to 4:30 PM
For customer service, call (815) 765-3201

Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Poplar Grove Community Market
Sunday September 17, 2023 - 10:00 AM - 4:00 PM

Village Hall is closed on Monday September 4, 2023
for the Labor Day holiday.

Have a happy and safe Labor Day holiday.

OPENABLE ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 07/16/2023 To 08/15/2023
Billing Days: 31
Due Date: 09/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper
copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	518	521	3

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	3000	\$2.72
SEWER BASE		\$32.79
SEWER USAGE	3000	\$10.93

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	62.82
CURRENT BILL DUE DATE	09/20/23
PLEASE PAY THIS AMOUNT	\$62.82



POPLAR GROVE

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www.poplargo-ill.gov

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	08/20/23
AMOUNT AFTER DUE DATE	\$69.10
PLEASE PAY THIS AMOUNT	\$62.82



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

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Monday-Friday 8:30 AM to 4:30 PM
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Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

The Boone County Fair will be August 8 - 13, 2023

Poplar Grove Community Market
Sunday September 17, 2023 - 11:00 AM - 5:00 PM

OPENABL ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 06/16/2023 To 07/15/2023
Billing Days: 30
Due Date: 08/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	515	518	3

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	3000	\$2.72
SEWER BASE		\$32.79
SEWER USAGE	3000	\$10.93

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	62.82
CURRENT BILL DUE DATE	08/20/23
PLEASE PAY THIS AMOUNT	\$62.82



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	07/20/23
AMOUNT AFTER DUE DATE	\$69.10
PLEASE PAY THIS AMOUNT	\$62.82



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

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Monday-Friday 8:30 AM to 4:30 PM
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Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Village Hall will be closed on Monday July 3rd and Tuesday July 4th.

Have a happy and safe 4th of July.

OPENABLE ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 05/16/2023 To 06/15/2023
Billing Days: 31
Due Date: 07/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	512	515	3

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.38
WATER USAGE	3000	\$2.72
SEWER BASE		\$32.79
SEWER USAGE	3000	\$10.93

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	62.82
CURRENT BILL DUE DATE	07/20/23
PLEASE PAY THIS AMOUNT	\$62.82



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	06/20/23
AMOUNT AFTER DUE DATE	\$72.71
PLEASE PAY THIS AMOUNT	\$66.10



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

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200 N. Hill Street, Poplar Grove, IL 61065
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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

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Neighbors Fest will be on Saturday June 10, 2023
2:00 PM - 9:30 PM.
Events will take place at Village Hall & Lions Park.
There will also be a car wash at NB3 Fire Station 12:00 PM
- 5:00 PM

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 04/16/2023 To 05/15/2023
Billing Days: 30
Due Date: 06/20/2023

Water Quality Reports 2022

Go to <https://www.poplargo-ill.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 2022. For a paper
copy please call 815-765-3201 or stop in at Village Hall.

OPENABLE ATTACHMENT

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	508	512	4

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$16.12
WATER USAGE	4000	\$5.36
SEWER BASE		\$32.28
SEWER USAGE	4000	\$12.34

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	66.10
CURRENT BILL DUE DATE	06/20/23
PLEASE PAY THIS AMOUNT	\$66.10



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	05/20/23
AMOUNT AFTER DUE DATE	\$52.51
PLEASE PAY THIS AMOUNT	\$47.74



\$ _____
AMOUNT PAID

JORDAN & DAVID EGAN
303 S STATE ST
POPLAR GROVE, IL 61065-9093

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

Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

- Village Hall will be closed on Monday May 29, 2023 for observance of Memorial Day.
- Neighbors Fest will be on Saturday June 10, 2023
- New water & sewer rates will start with your June 1, 2023 bill.

OPENABLE ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
 Service Address: 303 S STATE STREET
 Billing Period: 03/16/2023 To 04/15/2023
 Billing Days: 31
 Due Date: 05/20/2023

Water Quality Reports 2022

Go to <https://www.poplargrove-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 2022. For a paper copy please call 815-765-3201 or stop in at Village Hall.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	506	508	2

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$15.90
WATER USAGE	2000	\$0.00
SEWER BASE		\$31.84
SEWER USAGE	2000	\$0.00

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	47.74
CURRENT BILL DUE DATE	05/20/23
PLEASE PAY THIS AMOUNT	\$47.74



POPLAR GROVE

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

REMITTANCE STUB

ACCOUNT NUMBER	[REDACTED]
DUE DATE	04/20/23
AMOUNT AFTER DUE DATE	\$81.66
PLEASE PAY THIS AMOUNT	\$74.24



\$ _____
AMOUNT PAID

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303 S STATE ST
POPLAR GROVE, IL 61065-9093

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Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Election Day is Tuesday April 4, 2023 - 6:00 AM - 7:00 PM
If you have any questions, please contact the County Clerk's office at 815-544-3103 or by email countyclerk@boonecountyil.gov

Village Hall will be closed on Friday April 7, 2023 for observance of Good Friday.

We would like to wish everyone a Happy Easter.

OPENABL ATTACHMENT

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 02/16/2023 To 03/15/2023
Billing Days: 28
Due Date: 04/20/2023

Water Quality Reports 2021

Go to <https://www.poplargrove-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.

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	502	506	4

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$15.90
WATER USAGE	4000	\$5.28
SEWER BASE		\$31.84
SEWER USAGE	4000	\$21.22

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	74.24
CURRENT BILL DUE DATE	04/20/23
PLEASE PAY THIS AMOUNT	\$74.24



POPLAR GROVE

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www.poplargo-ill.gov

REMITTANCE STUB

ACCOUNT NUMBER	
DUE DATE	03/20/23
AMOUNT AFTER DUE DATE	\$81.66
PLEASE PAY THIS AMOUNT	\$74.24



\$ _____
AMOUNT PAID

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Monday-Friday 8:30 AM to 4:30 PM
For customer service, call (815) 765-3201

Water/Sewer Bill

PNP PIN: [REDACTED]

ANNOUNCEMENTS

Have a Happy St. Patrick's Day.

BILLING INFORMATION

Account Number: [REDACTED]
Service Address: 303 S STATE STREET
Billing Period: 01/16/2023 To 02/15/2023
Billing Days: 31
Due Date: 03/20/2023

Water Quality Reports 2021

Go to <https://www.poplargo-ill.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.

OPENABL ATTACHMENT

Base Rates include first 2,000 gallons of consumption.

METER INFORMATION

CODE	METER ID	READ TYPE	PREVIOUS READ	CURRENT READ	USAGE
WATER	59570000	A	498	502	4

CURRENT BILL DETAILS

CHARGE TYPE	CONSUMPTION	AMOUNT
WATER BASE		\$15.90
WATER USAGE	4000	\$5.28
SEWER BASE		\$31.84
SEWER USAGE	4000	\$21.22

Account Number: [REDACTED]

PAST DUE AMOUNT - PAY NOW	0.00
CURRENT BILL AMOUNT DUE	74.24
CURRENT BILL DUE DATE	03/20/23
PLEASE PAY THIS AMOUNT	\$74.24

