



# VILLAGE OF POPLAR GROVE

*"A Great Place to Call Home"*

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200 N. Hill Street, Poplar Grove, IL 61065  
Phone: (815) 765-3201 – Fax: (815)765-3571  
<https://www.poplargo-ve-il.gov/>

June 29, 2022

Jasmine Rodriguez  
13581 Harvest Way  
Poplar Grove, IL 61065

*Re: Water and Sewer account 001-3001L-00  
Sent via email and USPS mail*

Dear Ms. Rodriguez,

We have received your letter addressed to the Village Board, and per our phone conversation we understand you have a couple of questions regarding the status of your account.

The Village is sending this letter providing a timeline of your water and sewer account from February 1<sup>st</sup>, 2022 to present.

February 1<sup>st</sup>, 2022, the Village had disconnected your service due to non-payment in the amount of \$266.90.

February 2<sup>nd</sup> & 3<sup>rd</sup> 2022, we received a phone call from Marisol stating she was your mother. She wanted to confirm that we had shut off the water and asked us to leave your water off until further notice.

March 22<sup>nd</sup>, 2022 the City of Rockford sent us a form enrolling you into their low-income household water assistance program in the amount of \$427.88, which included all of the past due balance, late penalties, and disconnection fee.

April 18<sup>th</sup>, 2022, you called and requested your water to be turned back on.

April 19<sup>th</sup>, 2022 the properties services were turned back on and with services being restored, no consumption was consumed on the property therefore leading to a minimum bill for the month of May.

April 25<sup>th</sup>, 2022, the Village received the payment from City of Rockford for the amount \$427.88

May 16<sup>th</sup>, 2022 the Public Works Department went throughout the Village and read all meters.

May 18<sup>th</sup>, 2022 at or around 9:20am the Village left you a voicemail regarding your read of 83,000 gallons. Also, asking you to give us a call because you may have a leak within your home with a consumption read that high.

May 26<sup>th</sup>, 2022, the billing department mailed out the utility bill in the amount \$1,112.80, and at this point the Village still did not receive a phone call back.

June 6<sup>th</sup>, 2022, an online payment was made on your water and sewer account in the amount of \$46.31 , but no communication as to the remaining amount.

June 23<sup>rd</sup>, 2022 late notices were mailed out with the remaining balance \$1,173.14.

June 26<sup>th</sup>, 2022 the Village received three voicemails from you in regard to the late notice. The first voicemail was at 8:54pm was in concern about the billed amount you received in the mail. Voicemail two at 8:58pm was again in correlation to the billed amount amongst other items. Finally, voicemail number three at 9:03pm, is impartial to the Village.

June 27<sup>th</sup>, 2022 at 5:54am the Village Clerk received an email as well as Finance Chairman Eric Miller received a forwarded email at 5:59am from you addressing your concern in our accounting system.

June 27<sup>th</sup>, 2022 around 3:00pm you had spoken with Katie Jaster in interest of your consumption and utility bills. The phone call ended with you requesting an appointment with our Public Works Department to check the meter for any malfunction. A letter to go before the Village Board was requested because of the disputed consumption and dollar amount. Also, we recommended to contact a plumber or another professional to determine whether you may have a leak and possibly help you fix the leak that cause an elevated water consumption.

Tuesday June 28<sup>th</sup>, 2022 the Public Works Department along with the Sheriffs Department arrived at your home to inspect the meter. Upon this request, Public Works noted there was no malfunction to either the meter or the mxu reader.

In conclusion, this is the status of your account and all communication as of today. As previously mentioned, all disputed amounts and/or consumption must preside before the Village Board to be discussed. The next Village Board meeting is July 13<sup>th</sup>, 2022 at 7:00pm. We highly encourage all residents to attend the meeting to ensure any questions that may arise can be answered by the individual(s).

Please do not hesitate to contact us at (815) 765-3201 or [billing@villageofpoplargrove.com](mailto:billing@villageofpoplargrove.com) for any questions or concerns.

Thank you.

Village of Poplar Grove