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City Clerk

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Zoning / Economic Development

**City Attorney**  
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# CITY OF CARLINVILLE

550 North Broad  
Carlinville, Illinois 62626

217-854-4076

## City Council

John LeVora  
Blake Demuzio  
Bill Link  
Kim Harber  
Doug Downey  
Ken Reese  
Randy Ober  
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To: All City of Carlinville water customers

Date: October 18, 2024

Re: Changes in Water Department billing

The City of Carlinville is implementing changes to address monthly carry-over balances, starting December 1, 2024. Here's a summary of the updates:

1. **Late Payment Penalties:** Payments received after 4:30 pm on the due date will incur a late fee as usual.
2. **Shut Off for Non-Payment:** Accounts not paid in full by the "shut off date" indicated on the water bill will be subject to shut off.
3. **Fees for Reinstating Service:** A \$50 fee, in addition to the outstanding balance, must be paid for water service restoration. Water service will not be restored until at least the day after payment is received.
4. **Notice Changes:** Water shut off letters will no longer be sent. A policy notice on the back of the water bill will serve as official notice.

These changes aim to streamline operations and encourage timely payments.

Sarah Oswald,

City of Carlinville Mayor