



LANDLORD/OWNER

APPLICATION FOR WATER SERVICES

Date: _____

Service Start Date: _____

Service Address: _____ Account Number: _____

Landlord Owner Assuming Responsibility [Reason]: _____

Select only one: (Note: If you are the owner and you are renting please check Landlord)

Landlord/Owner Information:

Primary Name: _____

State ID Driver's License #: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____ Date of birth: _____

Person Responsible for the water bill: Owner /Landlord Tenant

If the Tenant is responsible for the water bill a duplicate bill will be sent to the billing address.

Billing Address: _____ Billing Name: _____

Billing Address: _____

Billing City: _____ State: _____ Zip: _____

Tenant Information: (only complete if the tenant is responsible for receiving the water bill)

Name	Address/City/State	Telephone/Cell Phone

As the landlord/owner of this property I plan to rent this property. **By renting this property I understand that I am ultimately responsible for the water bill on this account. If the tenant leaves an outstanding balance on this account, I understand that I am responsible for paying the outstanding balance.** I also understand that before a new tenant can move into this property a final bill must be processed, the water bill must have a zero balance and a new tenant's application must be submitted.

As the owner of this property I plan to live in this property and I acknowledge that I am responsible for the water bill. I understand that if I plan to rent this property that I must have a final bill produced and have the prospect tenant complete an application for water services.

Signature

Date

FOR OFFICE USE ONLY: CODE ENFORCEMENT

By: _____ Date: _____

Approved Denied _____

FOR OFFICE USE ONLY: W/B

Approved Denied Reason: _____

Reading: _____ Balance: _____

Date: _____



TENANT

APPLICATION FOR WATER SERVICES

Date: _____

Service Start Date: _____

Service Address: _____

Account Number: _____

Tenant Information:

Primary Name: _____ State ID/Driver's License #: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____ Date of birth: _____

Secondary Name: _____ State ID/Driver's License #: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____ Date of birth: _____

Landlord Information:

Landlord's Name: _____ Phone #: _____

Address: _____ City: _____ State _____ Zip _____

As the tenant of this property I acknowledge that I am responsible for the water bill and I understand that if I move from this property I must have a final reading and leave this property with a zero balance.

As the tenant of this property I acknowledge that I am **not** responsible for the water bill and I do not want the water bill in my name.

Signature

Date

FOR OFFICE USE ONLY: CODE ENFORCEMENT

By: _____ Date: _____

Approved Denied _____

FOR OFFICE USE ONLY: W/B

Approved Denied Reason: _____

Reading: _____ Balance: _____

Date: _____

Water Billing General Information

Water Service

An application is required if a name is being changed/added to an account or if the services are being reconnected. The applicant will be required to present a government issued photo ID and may also be asked to provide proof of residency at the service location (lease or mortgage). If the applicant is a landlord, an application for landlords must be completed. If the applicant is a tenant, a current landlord's application must be on file. All bills for water service are due and payable within 15 days from the date of billing. Water bills can be paid on or before the due date. Payments can be brought into the clerk's office, Monday – Friday between the hours of 8:30 a.m. – 5:00 p.m. or you can use the drop box located in the parking lot of city hall. For drop box or mail please remember to include the right side portion of your bill along with the account number written on your check made payable to: City of Chicago Heights. Visa or master card payments can be accepted over the phone. Always remember, a final reading must be processed and the bill must be paid in full before the application is approved. You will be notified within 1-2 business days if the application is denied.

- Make an application for water service.
- Show proof of identification

Final Readings

A final reading is required when a customer is selling their property or when a different tenant is being moved in or out of a rental property. It is the owner's responsibility to schedule an appointment for a final water meter reading. If the owner is selling the property the owner must make sure that the Code Enforcement Department is contacted to schedule for a meter inspection. A meter inspection is not the same as the final bill. The final bill is good for up to two weeks after the date of the final reading. If the bill is not paid in full, within the two week time frame, the owner will need to schedule another final reading. We will not issue transfer tax stamps or approve an application for water services unless a final reading has been completed and paid in full.

NEW TENANT

If you are a new tenant, please make sure a final reading for the previous occupant has been completed and paid in full and your new tenant application has been completed and submitted to the Water Billing Department.

TENANT MOVING

If you are a tenant that is moving out of a property, please make sure that you call the Water Billing office at 708-756-5344 when your final water payment has been completed. This will ensure that your information is removed from the account.

- Schedule an appointment for a final reading at least 2 days prior to the date of your scheduled closing or change of tenant.
- You will need to be present to give the meter reader access to the inside meter.
- The final bill will be faxed to the clerk's office 24 hours after the scheduled appointment.
- Pay the final bill in full within 10 days.
- Pay with Cash, Money Order or Credit Card or a check from the attorney's office handling the closing of the sale. Personal Checks are NOT accepted. You can also pay online visit: www.cityofchicagoheights.org

Discontinuation of water services

A shut off notice will be issued to accounts that are not paid in full within 15 days from the date of billing. If an account is not paid in full within 15 days of the shut off notice, water services will be discontinued. If water service is terminated for nonpayment, there is a \$100.00 turn off fee to restore water service. This fee must be paid in full in addition to the unpaid balance of the account before the water will be turned back on to the property. Any bills for water service remaining unpaid for thirty days after being due are declared delinquent and will be turned over to our designated collection agency. A 30% collection fee will be added to the delinquent balance.

Pay online visit: www.cityofchicagoheights.org

Payment Arrangement

An account is **NOT** eligible for a payment arrangement if the water services has been disconnected for non-payment or if an account is delinquent and has been turned over to the collection agency. Fifty percent (50%) of the balance will need to be paid and the remaining balance is to be paid in bi-monthly installments not to exceed one year from the commencement of the installment agreement. A payment agreement must be signed and the initial payment must be received in order for the payment arrangement to be valid. **A tenant must obtain the landlord's permission to set up a payment arrangement. The Tenant and Property Owner must come in person to speak to a Water Billing representative before an arrangement can be set up.**

Restoration of water services

The Water Department shall reinstate water service to the customer within twenty-four hours of the Water Department's receipt of the complete payment including all fees. At the time of turning water service back on the owner or occupant must be present. An adult 18 years or older must be home at the time water service is restored.

Before water service can again be fully reestablished, the applicant must:

- Pay the balance in full.
- Pay a \$100.00 turn off fee.
- Pay with Cash, Money Order or Credit Card. **Checks are NOT accepted.**
- Make a new application for water service.

Senior Citizen Discounts

A senior citizen discount is offered to residents that are 65 years of age and older and residing in a single-family residence. The applicant must own and reside at the property and the water bill must be in the applicant's name. This application is available at the water billing office or online at www.cityofchicagoheights.org. Upon approval of this application, the Senior Citizen will receive a 20% discount on the water usage in addition to a 50% discount on the garbage pickup fee.

The reduced rate will become effective upon the next regular billing date, provided that the application has been filed with and accepted by the city clerk at least 15 days prior to the regular billing date and will apply only to single family dwelling units actually occupied by the applicant.

My Water Bill as of 7/20/2017

Water Rate & Usage	The amount charged per each 1-unit, 748 gallons, of water used: Residential Customers: \$6.36 per each unit of water used Senior Customers: \$6.36 per each unit of water used – 20% of the unit cost
Sewer Maintenance	Maintenance of the Sewer Lines Sewer Rate: \$2.75 per each unit of water used Maintenance Fee for active accounts with No Water Use: \$5.00 per billing.
Thorn Creek Sanitary Basin	Waste Water Treatment Charges Regular: \$ 1.40 per each unit of water used plus a handling fee of \$1.90 Flat Rate: \$ 30.48 per month plus a handling fee of \$1.90 (included in fee) Restaurants: \$4.28 per each unit of water used plus a handling fee of \$2.38
Garbage Fee	A fee for weekly garbage pickup provided by Republic Disposal services. Residential Customers: \$42.36 (every two months) Senior Customers: \$21.18 (every two months)
Environmental Fee	This fee is to support operations and services provided by the city. Commercial & Industrial Accounts: \$10.00 Per month
Service Fee	A monthly fee for connection to the city's water lines from Hammond. \$4.00 per month.
Residential Maintenance Fee	Active residential accounts with NO water use. Ordinance \$10.00 per month
Billing	Residential Accounts: Billed every other month Commercial & Industrial Accounts: Billed monthly