

Water Billing Cycle

Riverwoods residential utility bills are sent out quarterly via the United States Postal Service or email (upon request). Payment is due by the date indicated on the bill, typically the 1st day of the following month.

Payments

Payment is accepted via cash, paper or electronic check, or credit card.

- Cash: Drop off at Village Hall (300 Portwine Rd., Riverwoods) from 8:30 am - 1:30 pm, Monday through Friday.
- Paper Checks: Mail to Village Hall, drop off at Village Hall during open hours from 8:30 am - 1:30 pm Monday through Friday, or put in the drop box in the Village Hall vestibule available 24/7.
- Electronic Checks (\$1.50 fee per transaction): Accepted on the payment portal at riverwoods.gov.
- Credit Cards (3% fee/\$2.00 minimum): In person, over the phone at 847-945-3990 or online at riverwoods.gov.
- Automatic payments are now available. Find instructions at riverwoods.gov under the Residents & Community tab.

Meter Reading

Charges are based on electronic remote reading of usage from Village water meters. Sign up for EyeOnWater to track your water usage remotely. Find instructions at riverwoods.gov under the Residents & Community tab.

Moving in or Out

Seller: Notify Village Hall at 847-945-3990 with the effective date, forwarding address and new owner information. *A final water reading will be taken on the effective date provided and a final bill will be mailed to the forwarding address.*

Buyer: Contact Village Hall to set up a new account by phone at 847-945-3990 or online at riverwoods.gov.

Late Water Payments (Village of Riverwoods Ordinance No. 23-01-01)

Late Fees

- A 10% service charge is assessed for any outstanding amount due past the utility bill due date each quarter.

Additional Penalties

- Failure to pay water usage charges in full for more than thirty (30) days following the billing date may result in a minimum \$100.00 fine. Each day the violation continues is a separate violation until the account is paid in full.
- The property owner is liable for unpaid water bills of the property's tenants/occupants.
- The Village has a right to record a lien for unpaid water bills.

Water Cut Off / Fifteen (15) Day Notice

- If a water account bill, or any portion of the water account bill, remains unpaid for a period of four (4) months after the billing date the Village, after issuing a fifteen (15) day notice, may cut off water services as of the date specified on the notice.

Payment Plans

- Fines for late payment may be adjusted or deferred by the Village pursuant to a payment plan agreement.
- Resident requests for a payment plan for unpaid water bills will be granted at the discretion of the Village.
- If a voluntary payment plan agreement is reached between the resident and the Village, any forbearance may be canceled and fines reinstated if the payment plan agreement is not followed.
- Failure to adhere to the payment plan can result in water cut off with no waiting period.

Reinstatement of Water Services

- Before water service is restored to the property, the owner or occupant must pay in full the delinquent water service balance up to the restored date plus a \$500.00 service charge.
- Water service will be restored within twenty-four (24) hours after full payment is made.

Questions?

Call Village Hall at 847-945-3990.