

# Memo

**To:** Residents of Crest Hill  
**From:** Irma Rangel, Utility Billing Supervisor  
**Date:** 6/26/09  
**Re:** Upcoming Announcements

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I would like to inform residents of Crest Hill about the upcoming changes for the Utility Billing Department. Over the last few months, we have had equipment installed to be used with new Software. We will begin using our new software on Monday July 6, 2009. This will be a significant change not only for our department but also for the residents of Crest Hill. Below is the timeline for changes you will see in the upcoming months.

## **July**

In July – we will begin using the new Water Billing Statement. The new statement is larger, easier to read and contains more information such as the service dates.

## **August**

We will offer Automatic Debit Payments – forms will be available in the Water Department and on-line. There will be a .50 cent transaction fee when you use this service.

## **September**

We will switch to a Monthly Billing System – please keep in mind those who were billed in June will receive a last quarterly bill in September. Those who were billed in July will receive a two-month bill in September. And those who were billed in August for the past three months will receive another bill in September for one month.

If you have any questions, please call the Utility Billing Department at (815) 741-5104.

Sincerely,  
Irma Rangel