

VILLAGE OF FORD HEIGHTS

1343 ELLIS AVENUE ♦ FORD HEIGHTS, IL 60411 (708) 758-3131 FAX: (708) 758-9898

Charles R. Griffin

MAYOR

Nyree D. Ford

VILLAGE CLERK



TRUSTEES

Tyreese L. Andrews

Johnny Griffin

LaDell L. Jones

Antoina T. McMicheles

James E. Morgan

Freddie L. Wilson

WATER SERVICES GENERAL INFORMATION

Water Service

An application is required if requesting new service, name being changed, add to an account or if the services are being reconnected. The requirements for application are a government issued photo ID and proof of residency at the service location (lease agreement or mortgage statement). 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 of billing date. Water bills can be paid on or before the due date. Payment methods include Cash, Check, Money Order and Major Credit Cards. Payments can be made at the Village Hall, Monday-Friday between the hours of 9:00am-3:00pm. Every 1st & 3rd Wednesday 9:00am-6:00pm or you can use the drop box located in the parking lot of the Village Hall. **FOR DROP BOX OR MAIL USAGE, PLEASE DO NOT INCLUDE CASH OR YOUR CREDIT CARD NUMBER. CHECK OR MONEY ORDER ONLY.** Also, when using the drop box, please remember to include the right-side portion of your bill, along with your account number written on your check. Checks or Money Orders can be made out to **VILLAGE OF FORD HEIGHTS**.

Deposit

A \$200 water/sewer service deposit is due before service is connected. The deposit will be returned without interest upon the termination of service, if no balance is due on the account. The Village will retain all or part of the deposit as payment on delinquent service bills at the termination of service. The Applicant will receive the balance of the deposit within 30 days of termination of service.

Billing

Bills will be mailed by the 20th day of each month and will be considered delinquent if bill is not paid within the 15 days of billing date. There will also be a 10% penalty added to each bill if it's not paid 15 days after the billing date.

New Tenant

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

Tenant Moving

If you are a tenant that is moving out of the property, please make sure that you call the Water Billing Department at **(708) 758-3131** when your final water payment has been completed. This will ensure that your information is removed from the account.

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Senior Citizen Discount

A Senior Citizen discount is offered to residents that are 65 years of age and older. The applicant must reside at the property the water bill must be in applicant's name.

Restoration of Water Services

The Water Department shall reinstate water services to the customer within 24 hours, per receipt of all completed payments and fees. The reconnection fee is \$60.00 and can only be paid by Cash or Money Order (**Payable to: The Village of Ford Heights**). At the time of turning water service back on, the owner or occupant must be present and all obligations completed.

Payment Arrangement

An account is **NOT** eligible for a payment arrangement if the water services have 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 monthly installments (can't exceed over 2 months). A payment agreement must be signed and the initial payment must be received in order for the payment arrangement to be valid. The Tenant or Property Owner must come in person to speak with and set up arrangement with a Water Billing Representative.

Discontinuation of service

A shut off notice will be issued to the account that is not paid in full within 15 days from the billing date. If an account is not paid in full within 24 hours of the shut off notice, water services will be discontinued. If water services are terminated for nonpayment, there is a \$60.00 reconnection 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 the property. Any bills for water service remaining unpaid for 30 days after being due are declared delinquent and will be turned over to our designated collection agency.

Tampering

There is a mandatory \$500 tampering fee that will be added to the water account for illegal connections. This fee must be paid in full, along with water bill balance, and reconnection fee in order to restore services.



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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 billing address differs from the home address.

Billing Address:

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. (Section 50-53(b) Ford Heights IL Code of Ordinances)

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



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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 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: _____