



Village of Hanover Park Administration

Municipal Building
2121 West Lake Street, Hanover Park, IL 60133
630-823-5600 tel 630-823-5786 fax

hpil.org

Village President
Rodney S. Craig

Village Clerk
Kristy Merrill

Trustees
Yasmeen Bankole
Liza Gutierrez
Syed Hussaini
James Kemper
Herb Porter
Bob Prigge

Village Manager
Juliana A. Maller

October 21, 2022

Water Billing Cycle and Termination Process

1st Day of Each Month

Water utility bills are mailed out to all customers for the previous months water and sewer usage.

21st Day of Each Month

Water utility bills are due by the 21st day of each month, regardless of the day it falls on.

22nd Day of Each Month

A 10% late fee is applied to all delinquent accounts.

25th Day of Each Month

A termination notice is sent out to all delinquent accounts notifying them that their bill is past due and that they have until the 34th day from the billing date to pay their bill. Failure to pay their bill in full by the end of the 34th day from the billing date will result in a \$50 fee and termination of water services.

34th Day from the Billing Date

Termination due date. This is the last opportunity for customers to pay the delinquent balance due before being charged a \$50 fee and going into termination status.

35th Day from the Billing Date

A \$50 termination fee is applied to all delinquent accounts and a door hanger notice is placed on the front door handle of all delinquent accounts informing them they have 7 days to pay all outstanding account charges to avoid water termination.

7 Days from the Door Hanger Notice

All delinquent accounts water services are terminated.