

Did you know?

FAQ ON WATER METER READINGS & BILLING



What type of water meter do I have?

All residential water services are now equipped with a Neptune MACH 10 ultrasonic meter. The meter can range in size from 5/8" to 2" depending on the internal plumbing requirements.

Why was my water meter recently replaced?

In 2018, the City of Elmhurst began a citywide Meter Change Out Program, requiring all residential and commercial water meters to be replaced. This project had been deemed necessary due to the fact that the majority of residential and commercial water meters were 25+ years old and had exceeded their life expectancy. For many years the city had experienced 18-20% of Uncounted For Water (UFW). Aging meters and 18-20% UFW caused a problem for the City, including the fact that the City had not been meeting the Illinois Department of Natural Resources (IDNR) standard target of a limit of 12% UFW. Furthermore, the IDNR had set a target for 2019 to not exceed 10% UFW. In order to meet and comply with the IDNR's standards by 2019, the City needed to take immediate action to correct these issues with a citywide water meter replacement project.

How do I read my water meter?

Residential meter readings consist of 9 numbers displayed on the meter.

(7 to the left of the decimal and 2 to the right. Ex 0013071.43) The numbers to the right of the decimal indicate tenths and hundredths of a gallon. The numbers to the left start with gallons.

During the Meter Change Out Program the water meters were changed from reading in cubic meters to gallons. The current billing software was set up to read the first 4 dials of the meter. On the new Mach 10 meters this enabled a smooth transition from billing in cubic meters to billing in thousand gallons.

The first 4 digits on the meter are "truncated" not rounded to bill in thousand gallons. In the example reading of 0013071.43, **0013** would be used to bill the account. If the reading was 0013771.43... the **0013** is still used to bill the account.

How do I check my water use and check for any leaks?

Sign up here for the WaterSmart Customer Portal. The portal is a great tool to assist you in monitoring your water use, setting account alerts and checking internal plumbing for any problems that would cause a higher water bill.

Where can I find information on my water quality?

The City is highly regulated by the U.S. and Illinois EPA with respect to maintenance of water quality standards. Visit elmhurst.org for a detailed annual report on the City's water quality.



I am moving into the City of Elmhurst, and I would like to set up my services. Where should I call?

The City of Elmhurst provides Water, Sewer and Rubbish services for our residents.

Please contact the Utility Billing Department at 630-530-3110 or 3111 to set up your service.

The Utility Billing Department hours of operation are 8:30 a.m. to 5:00 p.m. Monday through Friday

When do I get billed?

The City of Elmhurst bills residents once every two months. Meter readings are obtained through an Advanced Metering Infrastructure (AMI) that enables two-way communication between meters and the utility data bases.

How do I pay for my utility bill?

The City of Elmhurst offers the following methods:

- Online through the City's secure website via credit card (Visa or MasterCard only)
- Sign up for automatic payment via your bank account by enrolling in [EZ Payment](#)
- Mail your check payable to the City of Elmhurst, 209 N York Street, Elmhurst, IL 60126
- In-person at the Finance Department, which is open from 8:30 a.m. to 5:00 p.m. Monday through Friday
- Place your payment in an envelope in the drop box by located in the City Hall parking area at 209 N York Street. Payment must be received by 7:30 a.m. on the due date to avoid any late charges.

What are the current water, sewer and rubbish rates?

The City of Elmhurst website has the most up-to-date water and sewer rates. Please visit elmhurst.org for this information.

What are the billing charges based on?

The City of Elmhurst water, sanitary sewer, rubbish and Capital Investment Recovery Charge (CIRC) are set up as a combined bill. Sanitary sewer charges are assessed at a rate based on water consumed. The rate charged per thousand gallons of water used is collected to maintain and sustain the water distribution infrastructure including water mains and storage reservoirs. The sewer rate and CIRC are collected to maintain the sewer infrastructure and treatment plant that services the City of Elmhurst. As a condition to receiving Lake Michigan water from the DuPage Water Commission, each utility is required to enact conservation practices to protect the water source for use now and in the future.

Does the City of Elmhurst Utility Division also handle rubbish pickup?

The City of Elmhurst has contracted with Republic Services for refuse (rubbish), recycling, yard waste and organic waste/compost pickup. Residents are billed through the City as part of the contract. If you have questions on the billing, or wish to change the size of your toter, please contact the Utility Billing Department at (630)530-3110 or 3111 or submit a request through the City's service request system, Elmhurst Connect. All other questions or requests regarding service pick up can be relayed directly to Republic at (708)345-7050.

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