



A Century of Progress with Pride

MEDIA ALERT

July 30, 2015

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Berwyn Institutes Fair and Transparent Water Turn-Off Policy

In an effort to bring water customers into compliance, the City of Berwyn has adopted a new policy which aims to bring non-payers current with their bills. The Berwyn City Council unanimously adopted the policy with the understanding that honest, regularly paying tax payers should not have to foot the bill for those that abuse the water system by not paying. Those who abuse the system will be subject to having their water service terminated.

“The City of Berwyn buys its water from the City of Chicago and passes it along to Berwyn households and businesses,” said Assistant City Administrator Evan K. Summers, MBA. “Chicago won’t let the City miss a payment so when someone chooses to not pay their water bill, the burden is unfairly shifted to taxpayers who do make their regular payments. This new policy should help balance these inequities.”

Summers reported that some residents have not paid their water bill in a considerable amount of time. “Beginning in August, those water customers will have their water shut off.” Under the policy, residents with outstanding water bills will receive a letter in the mail informing them of their delinquency. If the bill is not paid within 30 days of the letter, a physical notice will be placarded to the residence and the water will be subject to termination.

“The goal of the program is not to turn off water but rather to simply bring the water accounts current,” said Finance Director Rasheed Jones. “We have tried to make this policy as customer friendly as possible.” Residents with delinquent water bills will have received notice that their account is unpaid several times. “This should not come as a surprise to anyone,” said Jones.

Berwyn residents can avoid water termination by staying current on their quarterly bills. If residents believe their water bill is unusually high due to a water leak, the City of Berwyn offers residents an analysis by a trained technician free of charge. To schedule, simply call (708)788-2660 and ask to speak to the Water Department.

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