



**IMPORTANT PHONE NUMBERS:**

Reach our Utility Billing Department at **(847) 459-2607**

Reach our Public Works Department at **(847) 279-6900**

- Questions about your utility bill
- How to start/stop service
- Real Estate Transfer Stamp Questions

- Water quality questions
- Report a water main break
- Obtain a toilet test

**Billing Cycle:** Bills are issued bi-monthly. Utility bills are issued the day before the last day of the month in most cases. The date is occasionally adjusted to account for holidays or weekend.

Approximate Timeline for the Utility Billing Process:

Day 1	Day 20	Day 21	Day 30	Day 50	Day 53
Bill is mailed	Current amount due	Penalty added	Disconnection Notice Mailed	Disconnection Notice placed on door	Service Disconnection

**Explanation of Charges (Service Date After 1/1/2025)**

Water (Usage per 1,000 gallons).....\$7.86  
 Sewer (Usage per 1,000 gallons).....\$1.95  
 SWANCC Fee\*.....\$2.70  
 Stormwater\*\*.....\$8.50  
 Minimum Bill (up to 3,000 gallons).....\$40.63

\* Solid Waste Agency of Northern Cook County Fee (SWANCC) - \$1.35 per residential unit per month.

\*\* Stormwater - All single-family residential properties will be charged \$4.25 each month, while all other non-single family parcels (e.g. Commercial, Industrial, Multi-Family) will be charged a multiple of \$4.25 based on the amount of impervious area located on their property.

**Past due charges:**

A 10% penalty will be added to your account if payment is not received by the due date. Failure to receive the bill does not exempt you from penalty charges.

**DIRECT PAY PLAN:**

Visit [www.wheelingil.gov](http://www.wheelingil.gov), choose ONLINE PAYMENTS, and follow the link to register your account number and sign up for Direct Pay with BS&A Payments.

**TO PAY ONLINE:**

Pay by credit card and view your water bill on-line with BS&A Payments: [www.wheelingil.gov](http://www.wheelingil.gov), choose ONLINE PAYMENTS, and follow the link to pay or view your bill with BS&A Payments. For over the phone payments call (847) 457-0070.

**TO PAY BY MAIL:**

Please use the enclosed envelope and send your payment to our Water Billing Lockbox address: Village of Wheeling, PO Box 8972, Carol Stream, IL 60197-8972. The Lockbox is for water bill payments only.

**DROP BOX:**

Customers may also use the drop box located in the side parking lot of Village Hall. Payments placed in the drop box are retrieved at 6:30 AM Monday through Friday. Payments made after this time will not be credited until the next day.

**TO PAY IN PERSON:**

Please come to the Village Hall building located at 2 Community Blvd., Wheeling, IL. Payments are accepted at the Finance Department front counter from 8:00 AM to 5:00 PM Monday through Friday, not including holidays.

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**RETURN THIS PORTION WITH YOUR PAYMENT FOR PROPER CREDIT  
 MAKE SURE VILLAGE ADDRESS SHOWS THROUGH WINDOW**

VILLAGE OF WHEELING  
 PO BOX 8972  
 CAROL STREAM, IL 60197-8972

