

CITY OF WEST CHICAGO

WHERE HISTORY & PROGRESS MEET

July 25, 2016

Dear District 4 Utility Billing Customer:

This letter is to update you on what the City has been doing to return customers to a bi-monthly utility billing cycle as well as to identify the issues that have arisen that have impacted the process.

What Happened?

As previously communicated, the initial problem with the Project is that there is a limitation in the vendor's software that does not allow staff to retroactively input the end reading date. While there are some customers who are able to pay a bill calculated to date, there are many who cannot. That is why customers are being manually billed for four month increments until their respective Billing Districts are caught up. In addition to not being able to input the end reading date, the City has experienced unforeseen issues and errors with the proprietary software and equipment that was installed and supported by the vendor. The majority of the hardware issues center around the device (MIU) that registers and transmits readings, whereby the MIU abruptly stops and ceases to transmit readings that are necessary to calculate consumption; these equipment problems in no way impact the accuracy of the meter readings, but rather how the read gets from your house to the City's server.

The City Attorney advised that legal action could not be taken against the vendor for the equipment failures until such point in time as nearly all the equipment was installed. The City is at this juncture, and a Notice of Breach of Contract has been sent, a copy of which may be found on our website (www.westchicago.org). That Notice contains a description of the various equipment failures the City has experienced. If you do not have access to the Internet and would like a copy, please contact the City and one will be mailed to you.

Status of Billings

The City is divided into six Utility Billing Districts, and each District is at different stages of getting caught up; these Billing Districts do not mirror Ward boundaries. You live in District 4, the District furthest behind. Four (soon to be five) of our Districts are getting consistent bills for four months of water consumption.

What Can You Do?

A growing number of customers have requested that their accounts be billed to date and then be scheduled to receive bi-monthly bills for current usage. If you are interested, contact the City by emailing aadmsvcs@westchicago.org and staff will prepare an invoice for the full amount you owe, and your next bill will be for two months of current usage. If you choose this option, the City would not be able to alter that request in the future and return you to the current billing approach (four months of usage every two months until the District is caught up). Of course, you can also make (or continue making) estimated payments, which will show as a credit on your account. Please contact staff at City Hall (630-293-2200) if you would like your payment history mailed or emailed to you. Also, attached to this letter is a document that explains how you may read your own meter, which was distributed by the vendor's plumber at the time your meter was installed. The meter will also detect when you have continuous usage (a leak), so you should periodically check your meter.

Finally, please remember, the only instance in which you would need to pay the full amount owed from the date of your last meter reading until present day is if you move from your current location (or if you are a landlord and your tenant moves without paying the bill) or you want to make changes to your real estate deed, which requires a stamp from the City.

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