

WATER & SEWER DEPARTMENT
Village of Cahokia
201 WEST 4TH STREET
CAHOKIA, IL 62206
PHONE: 618-332-1222 EXT. 7210
FAX: 618-337-9519
OFFICE OF THE ASSISTANT DIRECTOR



February 14, 2017

Dear Village of Cahokia Water & Sewer Customer,

This letter serves as notice of significant changes to your **sewer billing** account beginning on March 1, 2017. At this time, the Village water and sewer will be transitioning from the current billing system to an improved billing system that is known for its reliability. These changes are part of the Village's ongoing effort to provide enhanced customer care and timely and accurate utility billing services to our customers. Please be aware of the following important action items during the billing transition:

- ⊗ **Account Number** – You will be given a new Customer /Account Number that will be displayed on your bill. You will need to use this number to reference your account.
- ⊗ **Online Bill Pay** – Once our new system goes live you will be able to pay your bill online. More information will follow as we get closer to that date. You can find upcoming information on the Village's website.
- ⊗ **Village Website** – You may access the Water and Sewer department through the Village's new website at <http://www.cahokiaillinois.org/>, by clicking on the Water and Sewer tab.
- ⊗ **Automatic Payment (ACH)** – If you are signed up for automatic payments (ACH), there is no action needed on your part. Your current information will be transferred and your automatic payment will take place as scheduled. Please note that, with the new billing system, payments on your banking statement will be shown as: "CSIPay UTILITYPMT."
- ⊗ **Online Banking** – If you currently use your bank's online banking to send payments to us, please make sure to go in and edit your payee account number to the new one we assign to you.

To date, the Water and Sewer Dept has billed the majority of accounts for services through February 2017 service period. Those who receive **bi-monthly sewer** bills will now be issued monthly bills beginning in March 2017. Please note that we will be continuing the "catch-up" process once the transition has been completed until all sewer customers have been converted.

We regret the inconvenience we have caused all of our customers. With the transition to this billing system, we will strive to continue providing accurate and timely billing as well as the excellent customer service that our customers deserve. Your continued patience and understanding are greatly appreciated.

Sincerely,
Lynn Branson, Assistant Director

Lynn Branson, Assistant Director