

## GOREVILLE WATER DEPARTMENT

**Hours of Operation:** Monday-Friday from 8:00am to 4:00pm at 100 South Broadway Street, Goreville, IL 62939. Telephone number 618-995-2157, Fax number 618-995-1611, email: [gorevillewaterdepartment@gmail.com](mailto:gorevillewaterdepartment@gmail.com)

### **Security Deposits:**

In order to establish water/sewer service, a security deposit of \$150.00 is required for residential and \$150.00 for a business, along with a photo ID and social security card. If the water is not on at the address, someone needs to be present when the service technician arrives to turn on the water. Property owners are not required to remit a deposit, however renters, contract for deed, and commercial customers must pay deposit.

This deposit cannot be used against a late bill; however, it can be used against your final water bill. Or, you may choose to receive a refund of your deposit once the final bill has been paid in full.

**Monthly Billing:** A minimum water bill is \$25.00, minimum sewer bill is \$18.00, which is for usage of up to 1,500 gallons per billing cycle. The cost increases in accord with personal usage.

All bills are mailed out by the fourth week of each month, and due by the 10<sup>th</sup> of the next month. Water meters are read during the middle of each month and billed the following month.

If you do not receive your water bill in a timely manner, you may call the village hall and inquire as to the billed charges for the current billing cycle. If your bill is being mailed to the correct mailing address and you have not received it, contact the Post Office and make an inquiry.

Payments may be made by check, cash or credit/debit card online payments. To pay your bill online 24/7, go to [www.villageofgoreville.com](http://www.villageofgoreville.com) and click on the payment link. Convenience fees do apply.

Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to seven business days to post to the customer's account. Please consult with your bank for more information.

Payment is due by the 10<sup>th</sup> of each month. A late fee of 10% of the water bill is added to the bill if not paid by due date. Delinquent notices are mailed after penalties are assessed, giving a final due date.

If payment is not received by the date listed on the delinquent notice, steps will be taken to have your water service disconnected.

If water service is scheduled for disconnection due to non-payment, there is a \$50.00 disconnect fee and a \$50.00 reconnect fee.

**Water Rates:** Up to 1500 gallon-\$25.00, 1501 and over-\$5.00 per 500 gallon

**Sewer Rates:** Up to 1500 gallon-\$18.00, 1501 and over-\$3.96 per 500 gallon

**New Connections:** Water -\$400.00, Sewer-\$300.00, Crossroad (Boring)\$200.00

### **Water Quality Report:**

The Goreville Water & Sewer Department is committed to providing residents with a safe and reliable supply of high-quality drinking water. Tap water for Goreville meets all federal and state drinking water health standards. This annual "Water Quality Report" tells you where your water comes from, what our tests show about it, and other valuable information concerning your drinking water. You may request a current copy at village hall.

**Culverts:**

New homeowners must notify the village before installing culverts. Village workers can then assist the homeowner in purchasing the correct size culvert. Culverts must be smooth, double wall plastic, corrugated galvanized metal or concrete. The culvert must meet all state regulations. If the homeowner does not notify the village for their assistance before installing culverts, any future cost to correct problems with the culvert will be at the homeowner's expense.

**Sewer Backup Damage:**

The Village of Goreville provides a sewer distribution system for its citizens and has a policy of attempting to keep the main lines clean of obstructions and debris. Although, it is a rare occurrence in the history of the village, in the event of an extremely heavy rain occurring in a short time frame, a backup in the system could occur. Notice is given to all sewer customers in the village, the **Village of Goreville is not responsible for damage caused by any backup of the sewer system into private residences.** Even in the event of damage caused to a property owner through no fault of the property owner.

The insurance providers for municipalities in Illinois refuse to provide coverage for any such damage.

It is highly recommended that property owners consider installing a backup valve on their sewer lines and furthermore consider adding a rider to your homeowner's insurance policy.

**Meter Damage:**

The Village of Goreville has electronic automatic read meters. These meters have a sensor antenna in the lid that can possibly be damaged if they are hit by a lawn mower, snowplow or other lawn tools.

Residents need to be diligent while performing lawn tasks to prevent damaging these meters. If a meter is damaged and it is determined to be the fault of the homeowner, they will be required to replace the damaged meter. The approximate cost of replacement meters is \$200.00.

**Pool Owners:**

Those residents who will be filling swimming pools, must call Village Hall for instructions on how to receive an adjustment (sewer credit) on their bill. Adjustments will only be made for pools with a filter. Kiddy pools, wading pools, and hot tubs do not qualify.

Adjustments are made only one time per year, regardless of the number of times the pool is filled.

**POLICE AND FIRE DEPARTMENTS**

Police Chief – Eddie Holland

Fire Chief – Randy Childers

Our Police Department and Volunteer Fire Department is activated by the 911 unit. We have available a First Responder Unit which enables us to assist in stabilizing a person and getting data to an ambulance that is en route.

## **GOREVILLE VILLAGE PARK**

Our Village Park, located at 600 West Main Street, has a lighted walking track, skate park, basketball court, ball diamond, pavilion (which can be reserved for special occasions by calling Village Hall), and picnic areas.

## **SENIOR CITIZENS ORGANIZATION**

Our Senior Citizens Organization has regular activities and is located at 204 South Broadway Street in Goreville.

## **TRASH SERVICES**

Each household is responsible for their own means of trash removal.

Trash Removal Services:

|                      |                                 |
|----------------------|---------------------------------|
| Spurlock             | 618-893-4126                    |
| Republic Services    | 618-534-5105 or<br>800-634-0125 |
| Bulldog              | 618-252-0172                    |
| 2 Boys Trash Service | 618-759-2500                    |