

## **Village of Nilwood (Includes Sunset Lake)**

### **Frequently Asked Questions**

To serve you better, we've assembled a list of some frequently asked questions. If you don't find your answer here, feel free to contact us at (217) 965-1566 during our regular business hours.

#### **Can I pay my bill with a credit/debit card?**

Sorry, the Village of Nilwood does not have that capability. Check out our other payment options.

#### **Why am I considered a Nilwood customer when I pay my bill to the Otter Lake Water Commission?**

The Otter Lake Water Commission has been contracted by the Village of Nilwood to bill, collect payments and handle service calls for the water/sewer utility services for their customers. But you are still considered a Village of Nilwood customer (acct # 500xxxxx).

#### **How could I have used this much water?**

You may not have, the meter reading could have been transposed, if you don't feel you have a problem call our office and we can check the reading first to verify. If the reading is correct then you could possibly have a leaky toilet or faucet that's difficult to detect.

#### **What is the Water Main Loan fee on my bill?**

The Village of Nilwood had to get a loan to do some system repairs in 2015. A \$10 charge was added to every customers bill as of 11/1/2015, this charge will be removed after 60 months. If you would like more information regarding this particular charge, please call John Gudgel at (217) 627-3606.

#### **Nilwood Board Meetings?**

The Village of Nilwood Board meets the 3<sup>rd</sup> Tuesday of the month at 7:00 pm. This meeting is open to the public. If you have an issue that you want addressed please call Craig Bridges at (217) 341-8991 to be added to the agenda.

#### **Who do I contact about a new service tap?**

The Village of Nilwood Board must approve your request for a new water service tap on their system prior to any work being done. Call Craig Bridges at (217) 341-8991.