



Village of Princeville

Municipal Utilities



Princeville Village Hall
206 N. Walnut Ave.
P.O. Box 200
Princeville, Illinois 61559

Phone: 309-385-4765

Email:
villagehall@princeville.org

Website:
www.princeville.org

Village Hall Hours:
Monday-Friday
8am-5pm (closed 12-1pm)

The Village of Princeville

The Village of Princeville strives to provide the best quality water to our community. If at any time, you have questions regarding billing, water usage amounts, quality of water, etc. please contact the Village Hall office.

If you have any issues with paying your water, sewer, garbage and recycle bill, please contact the Village Hall office, the Board of Trustees meet twice a month, the first Monday and third Tuesday, and will discuss any issues and help seek a solution.

New Customer Application.

If you are a new customer, wishing to obtain service, you will need to apply either, in person or by phone to the Village Hall office during regular business hours. Services will not be transferred to your name until all information is gathered and a signed application and copy of ID is attached to the application form.

All previous unpaid balances owed to the Village of Princeville must be paid before water and services will be granted. The village will not open an account in any name if we have reason to believe that a person, who has an uncollected account balance, will be living at that address.

A \$50.00 deposit will be required for all new accounts.

Deposits are mandatory on all new accounts and are held as long as the account is active. When an account is closed, the deposit will be applied toward any bill owed and a refund check will be given to the customer for the remaining deposit amount.

Deposits will not be considered as an advance payment for any service. Charges on unpaid accounts will be considered delinquent notwithstanding the existence of the deposit, and the customer will not have the right to compel the Village to apply the deposit to any account to avoid delinquency. No interest will be paid on the deposit.

Bills.

All accounts are billed monthly. Bills include Village water, sewer, garbage and recycle fees. Bill cards are mailed the last week of the month and due the following month on the tenth. A 10% penalty will be applied to all bills not paid by the tenth of the month. The penalty will be figured using the current unpaid billed amount.

The Water-Sewer-Garbage-Recycle rates and fees list is available at Village Hall and at www.princeville.org

Your payment options include:

***Cash, check, money order, credit card** are accepted at the Village Hall Office (inside, mail or front door drop box)

***Online payments by credit card** can be made at www.princeville.org
The Village uses Courtmoney to accept credit/debit card payments. There is a handling fee of \$1.75 for charges under \$50.00 and 3.5% handling fee for charges over \$50.00. This fee is charged by Courtmoney for the service.

***An auto draft payment option** is also available. Your amount due is automatically drafted from your checking or savings account, on the tenth of each month. Forms to sign up for auto draft are available at Village Hall and on the website, www.princeville.org.

Accounts paid with a check or by ACH payment (Auto Draft) that is not honored because of insufficient funds will be charged a \$30.00 service fee. If the utility user submits two checks or ACH payments (auto draft) within a twelve-month period, which are returned for insufficient funds, the utility user will be required to pay cash for the next twelve calendar months.

Water Disconnection Policy.

All accounts are considered past due, whenever a bill or any fee for water/sewer/garbage and recycle remains unpaid for thirty (30) days after it is due. The Superintendent of Public Works shall turn off the water supply to the premises of the consumer whose bill or fee is delinquent. Garbage and recycle services will also be terminated until all fees are paid.

If you pay a disconnection notice with a check that comes back NSF, your services will be shut off without further notice. All current and past due charges plus the reconnection fee will be accepted only by cash or credit card.

Reconnection Fees. If you are disconnected for non-payment, all payments for reconnections must be paid by cash, money order, or credit card. No personal checks will be accepted. Public works employees do not accept payments. All payments must be made to the Village Hall or online, if services are shut off. A \$50.00 reconnection fee will be charged and collected, along with all charges due, before services will be turned back on.

Local Debt Recovery Program.

The Village has an agreement with the State of Illinois Office of Comptroller to help collect debt that is owed to us. All unpaid final water/sewer/garbage/recycle bills will be turned over to the State to help with collection. Prior to the Comptroller issuing a state check for items such as a tax refund, lottery payout, commercial payment or payroll check- they will check our list of uncollected debt. The amount owed to us, plus an administration fee will be deducted from the amount of the check before it is issued to the recipient.