



Mayor Richard E. Holman

100 E. 9th Ave
PO Box 170
Colona, IL 61241
Phone: (309) 792-0571

Barbara J. Winegar, City Clerk

Water Bill Procedures

1. Each household is mailed a bill monthly. (On or around the 28th of each month.)
2. Payments are due on the 20th of the month by 4:30 pm. Any payments after that time will have penalties applied.
3. Residents who are two months in arrears will receive a shut-off notice after penalties are applied. There is a \$25.00 administrative notice fee added. Residents will have until 4:30 pm the day before the shut-off date to pay the entire shut-off amount or come into City Hall to complete a payment agreement. (See Temporary Disconnection of Water Service for Nonpayment of Bill.)
4. On the day of shut-off, residents who have failed to pay the shut-off amount, or complete a payment agreement will have their water shut-off.
5. Once the shut-off date has arrived, the resident is responsible to pay the entire shut-off amount, the current bill due, as well as a \$75.00 turn on/off fee. All charges are due regardless of the water being turned off or remaining on. (See Temporary Disconnection of Utility Service for Nonpayment of Bill.)
6. If you do not receive a bill, please contact City Hall at (309)792-0571 before the 20th of the month and we will gladly provide you the amount owed.
7. The city does have the option for residents to sign up for automatic withdrawal of their bill. A form needs to be filled out at City Hall along with a copy of a voided check.
8. The city also has the capability of sending bills by email. Please send an email requesting e-billing to clerksoffice@colonail.com from the email you wish to have the e-bill sent to.