

HIGH USAGE WAIVER PROCESS

When a resident feels that their water bill is higher than usual, they may fill out a "High Usage Waiver Request" form

This process is two-fold.

First - request must go through the City of Chillicothe public works committee to consider waiving the w/s fee on the water bill.

Second - request will then be sent to the Chillicothe Sanitary District, 17116 Second St., Chillicothe, IL (309) 274-3583 to consider waiving the SD fee on the water bill.

Step one: Schedule with the Chillicothe Water Department (309) 274-2020 a time to profile your meter

Step two: The Superintendent of Public Works will review the profile and deliver the profile to the property owner. Upon discussion with the property owner as to the reasons of the high usage, the superintendent will advise the property owner whether a high usage waiver request should be submitted.

Step three: Should a high usage waiver request be needed, the property owner will complete the form and return to city hall.

Step four: The request will then be presented to the public works committee meeting. The committee meets the Wednesday before each city council meeting at 4:30 p.m. The property owner or their designee must be present at the public works committee meeting.

Step five: After the public works committee meeting the high usage waiver request will be sent to the Chillicothe Sanitary District for their consideration for the SD portion of the water bill. They meet on the second Tuesday of each month.

