



January 23, 2019

**Re: Upcoming Municipal Water Rate Adjustments**

Dear Customer,

This letter is to advise you of an upcoming change to your water service provided by the Village of Lakemoor.

**System Overview**

The Village of Lakemoor provides water service to 971 properties which include; Lakemoor Farms, The Pines of Lakemoor and several commercial properties near the intersection of Illinois Route 120 and Darrell Road. The Village water system, which was built in the early 1990s includes two well houses, one water tower, and several hundred linear feet of service lines.

**Water System Needs**

The Village must be ready to address the increased operational costs for our aging system, repair, and replacement of the system equipment, as well as, the enhancement and expansion of our system to support future growth. Water system expenses are not supported by tax dollars, but are instead supported by funds from the sale of water and water system connection charges. During the last 14 years, the Village has been able to absorb the increases in overhead costs without passing along the expenses to our customers; however, the Village must now take proactive steps to ensure the financial sustainability of the system for years to come.

**Village Board Actions**

The Village Board approved an increase in water rates in early 2018, based on data from a water system study conducted by Robinson Engineering, who is the contractual operator for the Village's water system. This report contained an overview of the Lakemoor Municipal Water System, the life expectancy of the equipment, current replacement costs, maintenance cost, national average water usage data, and water rate data for surrounding communities. Based on this data, the Village Board adopted the recommendations of this report.

**Customer Advisory Board**

Many customers expressed concerns regarding the new water rates. In response to these concerns, the Mayor and Village Board delayed the implementation of the new water rates. A resident advisory committee was formed to review the report and offer recommendations to the Village Board. The Village Board accepted the recommendation of the advisory committee and they are as follows:

1. An increase in water rates from \$3.40 to \$4.93 per 1,000 gallons.
2. Minimum water charge of 2,000 gallons (Current minimum is 1,000 gallons).

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3. 10% reduction in water charge for residential account holders that are 65 years or older or Active Military Members. *(Rental income properties, as well as, commercial properties are excluded from this program. Customers applying for a discount must live in the residence).*
4. At a minimum, annually adjust service charges and water rates for inflation (to be determined by the Village Board).

**The water rates will go into effect for the bill produced in April 2019, which will be for the water usage in March.**

**For our homeowners who currently rent out their residence in the Village of Lakemoor, we ask that you make your tenant aware of this current water rate adjustment if they are responsible for paying the utility bill.**

**Senior & Military Discounts**

In order to receive the 10% discount the homeowner residing at the residence and/or veteran will need to bring a picture ID and/or an active military ID, into the Lakemoor Village Hall located at 28581 Illinois Route 120 Monday-Friday from 8:00 A.M.- 4:30 P.M. and apply for the discount.

**Closing**

We would like to thank the customers who participated in the resident advisory committee for their time and input. If you have any questions, please feel free to contact The Village of Lakemoor at (815) 385-1117.

Sincerely,



Christina Ryback  
Utility Billing/Administrative Assistant  
Village of Lakemoor