



## WATER AND SEWER RATE INCREASE FAQs

### **When did the new water and sewer rates take effect?**

The new water and sewer rates were approved by the Village Board on April 8, 2025 based on a recent rate study that evaluated the Village's infrastructure needs and the operational and maintenance costs over the next five year-period.

The rates will take effect on July 1, 2025 and are available [here](#).

### **Why are new rates and increases necessary?**

We know rate changes aren't easy, but this adjustment is necessary to keep up with rising costs, infrastructure upkeep and to stay in compliance with updated Environmental Protection Agency (EPA) regulations. These changes are beyond the Village's control.

For the average household (using 10,000 gallons bi-monthly), your bi-monthly bill will go from **\$177.00 to \$199.00**—an increase of about **\$22.00 bi-monthly**. We're committed to maintaining safe, reliable service while keeping costs as low as possible.

### **What happens if rate increases are not implemented**

If water and sewer rates increases are not implemented, the Village will continue to defer replacement of its infrastructure, leading to increased risks of failures in our water system. The Village will also risk noncompliance with federal and state environmental protection laws at its treatment plant.

### **How were the new rates determined?**

An independent consultant, NewGen Strategies & Solutions, developed the utility rates, which the Village Board approved on April 8, 2025. Before the approval, the Finance Committee reviewed the rate study on October 14, 2024, followed by a review at the Public Works Committee meeting on November 26, 2024. Capital projects tied to the Utility Fund were also discussed during the Fiscal Year 2025–26 Budget Workshop on December 10, 2024, and again on March 1, 2025.

These rates ensure a minimum level of financial reserves and fund essential infrastructure improvements in a fair and equitable way for the Village's approximately 8,000 customer accounts.

### **Where does the money go?**

Our water and sewer system are run as an *enterprise fund*. That means it's set up to cover its own costs—just like a business—using only the money it brings in from customer payments. Every dollar you pay goes straight back into running the system. That includes things like infrastructure improvements, equipment, vehicles, and other day-to-day needs. None of this money goes to other parts of the Village—it's all used to keep your water and sewer service working safely and reliably.

**I already pay property taxes, why do I have to pay for water and sewer?**

Property taxes **do not** pay for water and sewer operations. The Village's property tax pays for general government services such as fire, police, public works, parks, recreation and administration.

**How can I reduce my bill?**

The Village encourages conservation. To conserve water, it's important to fix leaks promptly, as even small drips can lead to significant waste. Installing water-efficient appliances and adjusting daily habits—like taking shorter showers, turning off the tap while brushing your teeth, and watering the lawn during cooler parts of the day—can greatly reduce overall water usage.

**How does our water and sewer rate compare to neighboring communities?**

While rates can vary depending on system size and age, the Village's rates remain competitive with nearby municipalities. Many communities across the region are facing similar increases due to regulatory pressures and aging infrastructure. For more information, please read through the executive summary of the Water and Sewer Rate Study Report which can be found [here](#).

**Will there be more rate increases in the future?**

Yes, the rate study included a multi-year financial plan that anticipates incremental increases over the next five years to address aging infrastructure and inflationary costs. Each year's rate adjustment will be reviewed by the Village Board to ensure it remains aligned with actual needs and cost projections. More information on the Water and Sewer Rate Study can be found [here](#).

**What is the Village doing to control costs?**

The Village continually evaluates its operations for efficiency. We seek grants when available, implement preventative maintenance programs to extend the life of infrastructure, and leverage technology to optimize system performance. These efforts help reduce the need for even greater rate increases.

**How was public input considered in this decision?**

The rate study process included multiple public meetings where community members could ask questions and provide feedback. These meetings were held by the Finance and Public Works Committees and during the budget workshops, and they were open to all residents.

**Where can I see the Water & Sewer Fund Budget?**

Information regarding the Village's Fiscal Year 2025-2026 Budget can be found [here](#).