

VILLAGE OF WATERMAN

UTILITY BILLING ANNOUNCEMENT

September 11, 2022

We have been made aware of an issue with the ACH payments that were made on the new customer portal. The Village can see who has paid and the date the payment was submitted, but the bank is having issues processing the payment files on their end. Please note, your accounts are in good standing and no penalties have been applied for all customers that submitted payments by the 9/6/22 due date.

Please call Village Hall at 815-264-3652 and ask to speak to Abigail Pool or send an email to abigailpool@villageofwaterman.com with questions or concerns.

We apologize for the confusion and thank you for your patience and understanding as we get the issue resolved.

Abigail Pool
Village Clerk