

**FOR YOUR INFORMATION**

Wheaton Sanitary District (WSD) is an independent municipal corporation which provides sewage treatment for most of the City of Wheaton, and portions of Carol Stream, Glen Ellyn, Winfield, and unincorporated DuPage County. The District has no official affiliation with the City of Wheaton, nor does it currently levy taxes. It finances nearly its entire operation through user charges.

The District is governed by a Board of Trustees who are appointed by the DuPage County Board. WSD's Board meets once a month, on the second Wednesday, at 9:00 A.M., at the District office.

**WATER NOT RETURNED TO SANITARY SEWERS**

The rate charged to users assumes that a portion of their annual water usage does not discharge into the sewer system. The District's website offers information on credits available for watering, filling swimming pools, and leaks where water is not returned to the sanitary sewer system.

**PAYMENT TERMS**

Customers have at least 21 days from the date a bill is issued (bill date) to make a payment. If the due date falls on a weekend or a recognized holiday, bills are due on the next business day without penalty. Please allow at least ten (10) business days when mailing payments.

**RETURNED ITEMS**

Accounts that are paid by check or ACH debit may be charged \$25.00 if payment is returned to the District unpaid due to non-sufficient funds, a closed account, or incorrect information provided by the customer or their agent(s).

**THIS BILL MAY BE PAID VIA:**

**Green Pay:** Create an account to make a one-time credit or debit card payment, sign up for AutoPay (a monthly withdrawal from a checking or savings account), elect e-bills, or make a one-time payment without registering.

**By Mail:**

Wheaton Sanitary District  
P.O. Box 4490 Carol Stream, IL 60197-4490

**At Wheaton Sanitary District Office (M-F, 8:00am-4:30pm):**

1 S 649 Shaffner Road  
(1 block west of County Farm Road,  
3/4 mile south of Roosevelt Road)

**Payment Drop Box:**

•24-Hours Payment Drop Box  
located on Creekside Drive at the back gate of the Plant

•M-F, 8:00am - 4:30pm Drop Box  
located in front of the Administration Building

**ELECTRONIC BILLS**

Green Pay offers its users the flexibility to choose between electronic bills, paper bills or a combination of both.

**PENALTY CHARGES**

For bills not paid by the due date, there is a ten percent (10%) penalty on current charges. Accounts that are in good standing will automatically receive one waived late fee per twelve-month period. Failure to receive a bill does not exempt you from the responsibility to pay or the potential consequences of late payment. If the payment portal is unavailable, or you are unable to make an online payment through the portal, the District still considers you responsible for ensuring timely payment of your utility bill. A bill is not considered paid until the payment is received by the District or its agents.

**PAST DUE ACCOUNTS**

The District may use both of the following methods to collect on past due accounts:

1. **Liens for Unpaid Accounts**

The District may file a lien on the property with the DuPage County Recorder's Office, and the Lien Fee added to the amount due in accordance with the DuPage County Recording Fee Schedule.

2. **Water Shut-off or Service Termination**

Customers who have a past-due balance of \$40.00 or more and are over thirty (30) days past due will receive Notice of Termination. A Default Fee will be added to the amount due if the past-due amount is not paid by the Default Date, or if an acceptable Exemption has not been established and confirmed by the District. After the Default Date, the full account balance, including any penalties and fees, must be paid in full to avoid termination of services or before service is re-established.

Customers whose water service is provided by City of Wheaton, Village of Carol Stream, or Village of Glen Ellyn may have the water shut off. To reinstate water service, customers are required to pay the full amount due, including all fees, as well as the total cost of disconnection.

Customers whose water service is not provided by a municipality may have their sewer physically disconnected. Full payment of the amount due, including all fees, as well as the total cost of disconnection/reconnection, is required to authorize reconnection.

**FINAL BILLS**

If selling a property, you must request an Estimated Final Bill by completing the form provided on the District's website at least three (3) business days prior to the closing date. Rush requests are subject to a \$50.00 fee.

Property owners who rent out their property must notify the District, or have their tenant notify the District, by completing the form provided on the District's website at least seven (7) days prior to the Lease Start or Lease End Date whenever there is a change in tenants. The responsibility for any prorations, balances, or credits lies with the property owner, not the District.

**RETURN THIS PORTION WITH YOUR PAYMENT FOR PROPER CREDIT**

*Please allow at least ten (10) days for mailing. Please do not staple or paperclip your checks to this stub.*

WHEATON SANITARY DISTRICT  
PO BOX 4490  
CAROL STREAM, IL 60197-4490

