

****IMPORTANT NOTICE TO INFORM YOU OF AN ISSUE
WITH THE DELIVERY OF YOUR SEPTEMBER SEWER BILL,
WHICH MAY HAVE CAUSED CONFUSION ****

Due to a delay in the mailing process, after being hand delivered to the post office on September 4, some residents received their bills later than usual. As a result, your most recent bill may appear to reflect a doubled amount, as it includes charges for two billing cycles. If you have already paid your September bill, only your current balance for October is due by 10/31/25.

****Please be assured of the following:****

1. ****No Late Fees:**** No late fees will be applied to your account for the delayed September bill. We understand the delay was beyond your control, and we are committed to ensuring you are not penalized.
2. ****Bill Amount Clarification:**** The apparent doubling of your bill is due to the inclusion of two billing periods in one statement. Your account balance reflects only the standard charges for sewer services over these periods, and no additional charges have been applied.

To assist you further:

- If you have questions about your bill or need to review your account details, please contact the Village Hall at **309-383-2209 or treasurer@mtco.com**.
- You can also view your account and payment history online at **germantownhillsillinois.org (click on “Pay Sewer/Garbage Bill”)**
- Payment plans are available if you need flexibility in settling your balance. Please reach out to discuss options.

We apologize for any inconvenience or confusion this may have caused and appreciate your understanding as we work to resolve this matter. Thank you for your prompt attention to your sewer bill, and please do not hesitate to contact us with any concerns.

Sincerely,
The Village of Germantown Hills