



CITY OF DANVILLE FREQUENTLY ASKED QUESTION PERTAINING TO GARBAGE/SEWER BILLING AND COLLECTION

1. (Q)- Why did the City change the garbage and sewer billing and collection?

(A)- It became clear well over a year ago that the quality and level of services provided by Aqua Illinois to our customers was not consistent with the expectations of the City Administration and City Council. While it is unfortunate the changeover process was necessary, it is also important to recognize that this system is more accurate, more reliable, and more efficient than the previous system.

2. (Q) - When did this start?

(A) - The ordinance was passed by the Danville City Council in September 2008. The effective date for the ordinance was January 1, 2009.

3. (Q) - Why is my bill so high?

(A) - You will no longer receive a Quarterly bill from the Danville Sanitary District (Red and White Card) but rather that \$7.75 is now included in the total amount.

4. (Q) - I received two bills this month, where do I pay my bill?

(A) - If the bill you are paying says Aqua Illinois it must be paid at the Aqua Illinois Office on Gilbert Street. If the bill says Danville Sanitary District it can be paid at the locations indicated on the bill (First Midwest Bank, First National Bank and Danville Sanitary District on Grape Creek Road).

5. (Q) - I had a payment arrangement with Aqua and now they are saying that I have to pay the whole bill or my water will be shut off.

(A) - Call 443-8538 ext. 104 and inform Tim Cahill that you are current on your payment arrangement and would like the arrangement reinstated.

6. (Q) - I own property, but no one has lived there in years, so why do I have to pay for a service that I am not using?

(A) - This same question may also be asked by rental property owners, snowbirds and others that have temporary or intermittent vacancies of their property(s).

Regarding CITY Sewer fees; the City of Danville maintains the actual sewer collection system infrastructure. We do not treat the wastewater, but rather that service is performed by Danville Sanitary District whose fees do relate to the amount of water used. The CITY Sewer Fees fund operational and capital costs that do not decrease because of vacancies. All City sewer mains and related infrastructure must remain functional and of sufficient capacity so that any and all vacant structures can be served in the future. In some cases, vacant properties actually create additional costs if root infiltration and/or lateral collapses, from lack of use, impact the City sewer main line.

Regarding the Solid Waste Fees; the City of Danville is responsible for all residential waste collection for properties with three units or less. For this reason, our collection routes must cover the entire city residential areas, every week. Vacant properties, spread out randomly across the City, do not provide any opportunities to modify routes or eliminate coverage areas to decrease costs. The duration and frequency of vacancies is unpredictable. Therefore, our basic costs to cover all possible collection areas are a fixed cost to be shared by all possible users. It should also be noted that often times with rental units, the days before or after a structure becomes vacant, our crews collect mountains of trash that are equal to, or larger amounts than, some customers place out in an entire year. Please recognize these fees also include street sweeping activities, appliance and large item collections, weekly yard-waste collection and other special programs beneficial to the entire community.

7. (Q) – But what if I am not putting out any garbage?

(A) – Our Solid Waste system is not volume-based. This means individual customers fees are not based on, or related to, the amount of waste placed out. Rather, the overall cost to collect all waste for all residential properties is divided by the number of possible users so that all are paying the same unit price.

Thus all customers pay the same monthly fee. It has long been agreed, that for Danville to have a cleaner community City-wide, there should be no financial incentive to encourage illegal dumping, illegal burning and/or other measures to avoid fees associated with proper waste collection.

8. (Q) – I did not have to pay these fees before if there was no water on. Why now?

(A) – Prior to the City creating a Geographic Information System, the City had no database capable of supporting a billing and collection system for its Sanitary Sewer or Solid Waste Fees. For that reason, the City Contracted with Aqua Illinois to provide those services using their database of water customers with applicable modifications. Because there was no account to track if water was shut off, the City had no choice but to waive its fees on the same basis. The GIS-based system assigns costs to the property where the services are provided. It is an improvement in many ways. The new system distributes costs more equally to all customers and treats all property owners the same, regardless of whether it is owner-occupied or an income-based property. The previous system required properties with little or no turnover to cover a higher portion of the overall costs than properties that avoided contributing to those fixed costs during vacancies.

If Costs of \$2,500,000 are divided by all 11,000 “residential” properties, the average homeowner will pay less than if the \$2,500,000 is divided by 10,500 “occupied” structures.

9. (Q) – But charging for a service I do not use is unfair/illegal!

(A)- Actually these fees are more directly related to potential users than many taxes/fees. Property owners without students help pay for schools, and we all pay for Police and Fire protection even though we hope to never need them. Sanitary Sewer and Waste Collection services are vital to all Cities our size and larger, and the entire community benefits from their existence, just as they do with schools and Police and Fire, therefore, all property owners cover their costs as well, regardless of frequency or volume of use.

10. (Q) - Why do I have a beginning balance and penalty?

(A) - If you did not pay your final Danville Sanitary District bill that was mailed out in January, or if you paid it in the last couple of days, then it may have crossed in the mail and you should contact the Danville Sanitary District at 442-3192.

11. (Q) - I paid my Danville Sanitary District bill for the whole year a couple of months ago and I have a charge on my bill.

(A) – You will need to contact the Danville Sanitary District at 442-3193. They made every attempt to catch the annual payers’ however some may have been accidentally omitted and will be corrected upon your contact of the district.

12. (Q) – I used to have my bill paid directly from my checking account, is that service still available?

(A) - Yes, you will need to call the Danville Sanitary District at 442-3193 to get this service set up.

13. (Q) – Why am I receiving my tenants bills?

(A) - Because the owner of the property is the one who actually benefits from the service, the Ordinance states that the owner of a premise is liable for the charges, not the resident of the premise. ,

14. (Q) – I am selling my property on contract. Do I have to pay this bill?

(A) - Yes, if the sale is not recorded with the Recorder of Deeds office. If you record the contract sale with the Recorder of Deeds and we are able to determine through the contract who is liable for responsible for bills, we will send the bill to the name on the contract.

15. (Q) – My house is being foreclosed on, why should I have to pay this bill?

(A) - Until the foreclosure goes through, you are still recorded as the owner of the property.

16. (Q) – One of the houses I own is being demolished. Do I still have to pay?

(A) - If you have a demolition permit and a contract for demolition, then the fees will be waived, If you do not have a permit and a contract however, then you are responsible for the fees.

**GARBAGE COLLECTION ORDINANCE #8604
SEWER CHARGES PER ORDINANCE #8605**