


# Understanding Your New Statement

- 1 Account Number.**
- 2 Due Date:** Please pay amount due on or prior to this date.
- 3 Amount Due:** Total amount due for this billing cycle. This amount is to be paid on or prior to due date.
- 4 Account Information:** Account name, service address, and bill date.
- 5 Current Meter Usage:** Meter read dates, current read, previous read and current usage.
- 6 New Charges:** Itemized account of charges for current billing statement.
- 7 Account Summary:** Previous balance, payments, credits, adjustments, current charges and the total amount due.
- 8 Special Message:** This section is used for special message notifications to customers.
- 9 Contact Information:** Includes general inquiries web address, customer service and water service interruption numbers.
- 10 Payment Coupon Amount Due:** Please remit payment using this portion of your billing statement. If mailing payment, please remit to this address and use envelope included with your statement.

Page 1 of 2




VILLAGE OF BUFFALO GROVE  
50 Raupp Blvd.  
Buffalo Grove, IL 60089  
847-459-2500

**RETURN SERVICE REQUESTED**

\*\*\*AUTOMATED DIGIT 60089 3 P55 T.BFA102017a-A-1  
33 3 AV 0:380

SALLY SAMPLE  
1234 ANYWHERE ST  
BUFFALO GROVE IL 60089-9999



**UTILITY STATEMENT**

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
1 990099999-999	2 12/04/2019	3 176.76

A 10% Service Charge will be added if payment is not received by the Due Date. **AFTER DUE DATE \$194.44**

**ACCOUNT INFORMATION**

CUSTOMER NAME: 4 SALLY SAMPLE 1234  
SERVICE ADDRESS: ANYWHERE ST  
BILL DATE: 11/14/2019

**CURRENT METER USAGE**

METER READ DATES		DAYS	READS		USAGE X 1000
START	END		PREVIOUS	PRESENT	
09/01/2019	10/31/2019	61	143	5 154	11

**NEW CHARGES**

Water Charges	77.77
Lake County Sewer Charges	6 46.75
Stormwater Fee	10.16
Fixed Facility Fee	34.78
<b>TOTAL NEW CHARGES</b>	<b>169.46</b>

**ACCOUNT SUMMARY**

PREVIOUS BALANCE*	218.38
PAYMENTS	7 -208.41
CREDITS	-9.67
ADJUSTMENTS	7.00
<b>TOTAL NEW CHARGES</b>	<b>169.46</b>
<b>TOTAL AMOUNT DUE NOW</b>	<b>176.76</b>

\*This bill DOES NOT EXTEND THE DUE DATE of a previous balance.


**SPECIAL MESSAGES** 8

**QUESTIONS ABOUT YOUR BILL?**

GENERAL INQUIRIES: 9 WWW.VBG.ORG  
OFFICE PHONE: 847-459-2515  
WATER SERVICE INTERRUPTIONS: 847-459-2545

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PLEASE RETURN BOTTOM PORTION WITH YOUR CHECK AND MAKE CHECKS PAYABLE TO VILLAGE OF BUFFALO GROVE



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50 Raupp Blvd.  
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847-459-2500

**ACCOUNT INFORMATION**

CUSTOMER NAME: SALLY SAMPLE  
SERVICE ADDRESS: 1234 ANYWHERE ST  
BILL DATE: 11/14/2019




ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
990099999-999	12/04/2019	176.76

A 10% Service Charge will be added if payment is not received by the Due Date. **AFTER DUE DATE \$194.44**

**AMOUNT ENCLOSED**

10 \$

  
 VILLAGE OF BUFFALO GROVE  
 PO BOX 5612  
 CAROL STREAM, IL 60197-5612

To Pay By Credit Card Go To: [www.vbg.org/water-bill](http://www.vbg.org/water-bill)



This page provides some insight into where you can find various information on your new bill.

For questions about your new bill, please contact Customer Service at (847) 459-2515.