



SPECIAL NOTICE DUE TO COVID-19

Rest assured that throughout this pandemic, the Northern Moraine Wastewater Reclamation District has taken the steps to make sure you can continue to flush your toilets without any interruption and that we continue to protect your health. Our **essential services of wastewater collection and treatment** are the things that we normally take for granted, but are one of those very basic things we need to function as a society through these very troubling times. Throughout this pandemic, we will do everything to ensure that our 23 lift stations, 80 miles of sewers and wastewater treatment plant processing 2 million gallons of wastewater a day functions so that you can continue to flush your toilets and make sure your drains don't back up.

DO NOT FLUSH WIPES – THEY CLOG PIPES

OFFICE/CUSTOMER SERVICE

Due to COVID-19, we have had to make several changes to our normal office practices and to ensure that our office staff stays healthy and safe to provide you essential services. For the remainder of March and perhaps April, our **Lobby and Drive-Thru facilities will be closed**. We will keep answering phone calls at 847-526-3300 and emails at info@nmwrd.org and work with you on closings, billing issues, sewer backups, etc. Some staff will be doing this from home, especially in the event of a shelter-in-place or lockdown. Please be patient with us, as this is not our normal or preferred working environment. Updates on the office schedule will be posted on our website at www.nmwrd.org and our Facebook account.

LATE FEES/DELINQUENCY PROCEEDINGS

On March 19th the District Board of Trustees met virtually to declare an emergency due to COVID-19. The Board has also decided to **waive late fees for payments due in March**. In addition, they voted to **defer delinquency proceedings for overdue accounts for 30 days**. We will review this further at our April Virtual Board Meeting to determine if an extension is needed. The District is working closely with local villages to make sure there are **no sewer or water disconnections for non-payment of the NMWRD bill**. We are aware that many of our community members are experiencing layoffs and job uncertainty. We will get through this together.

ESSENTIAL SERVICE OPERATIONS

The treatment plant and our sewers will continue to function as they have always. We have several contingency plans in place and have taken steps to ensure that the plant and lift stations continue to function during any prolonged emergency. **In the event you have a sewer backup, please continue to call us at 847-526-3300 and we will respond**. We ask that you practice social distancing with District employees. Their health is paramount to the overall health of the community.

MOVE TO ELECTRONIC PAYMENTS

We are encouraging people to move towards electronic payments. Reduction of mail and handling of paper is greatly appreciated. In the event that mail services stop or is delayed, your payments will also be delayed. To avoid both the safety/health concern of mail handling as well as payment delays, please consider moving to E-Pay (no fee to you) through our website at www.nmwrd.org. You can also setup ACH payments using the form on the back of this notice, mail it to us one time and avoid mailing any future check payments.

Throughout all of this, the health and well-being of our residents and staff is our primary concern. Please call (847.526.3300) or email us (info@nmwrd.org) if you need assistance or have any questions. Thank you for your understanding and patience during this very trying time in our nation's history.

Northern Moraine WRD - Board of Trustees

Ken Michaels, President
Dena Battaglia, Vice President
Lydia Ryberg, Treasurer

John Ragland, Trustee
Tim Brunn, Trustee

Mohammed Haque, District Manager
Luke Markko, Plant Superintendent



113 Timber Trail, PO Box
240, Island Lake, IL 60042



Phone: 847-526-3300
Fax: 847-526-3349



Email: info@nmwrd.org
Web: www.nmwrd.org



SANITARY SEWER BILLING AUTHORIZATION AGREEMENT FOR PRE-AUTHORIZED PAYMENTS (DEBITS)

CUSTOMER NAME: _____

ADDRESS: _____ CITY _____ STATE _____ ZIP _____

PHONE NUMBER: _____ NMWRD ACCOUNT#_____

FREQUENCY: Monthly Sanitary Sewer Service

Enrollment begins the month after the District receives your completed form and voided check.

I/We hereby authorize the Northern Moraine Wastewater Reclamation District to initiate debit entries, for sanitary sewer services, to my/our bank account indicated below, and the depository institution (bank) named below:

BANK NAME: _____

BRANCH _____ CITY _____ STATE _____ ZIP _____

BANK ROUTING#_____

YOUR CHECKING ACCOUNT#_____
(Please attach a voided check)

The authority is to remain in full force until the Northern Moraine Wastewater Reclamation District has received written notification from me (us) of its termination.

All charges will be scheduled for debit from my account on the date payment is due as indicated on the monthly statement sent to my home address, or in the event my lending institution requires a fixed date, on the 15th day of the month in which payment is due. This authorization shall not satisfy any indebtedness until payment is actually received. In the event payment is not received on the due date, I (we) understand that I (we) will be charged any applicable late charges. Also, if payment is not received because of insufficient funds in the account, we agree to be liable for any actual costs or charges incurred by the Northern Moraine Wastewater Reclamation District in connection with such void payment. The Northern Moraine Wastewater Reclamation District may cancel this authorization agreement at any time at its sole discretion upon written notice sent to the address of the property serviced pursuant to the authorization agreement.

DATE_____

SIGNED: _____
Authorized signer on above account

All authorized signers on your bank account must sign this form.

BY _____
Print Name of Authorized Signer

Print Name of Authorized Co-Signer

Signature of Authorized Signer

Signature of Authorized Co-Signer



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