

Definitions of Terms

Name: The name identifying this account.

Account Number: Your account number. When you contact us please provide this number.

Service Location: The address where this sanitary sewer connection is located.

Issue Date: The date the bill is released.

Account Type: The type of activity (Residential, Commercial, Industrial, etc.) at this location.

Billing Period: The dates used to calculate this bill and the number of days this bill covers.

Flow: Water used and/or discharged to the sanitary sewer system, measured in Ccf.

Ccf: (100 cubic feet) A measure of the amount of water used and/or discharged to the sanitary sewer system. 1 Ccf = 748 Gallons.

Flow Type: **Actual:** An actual reading was obtained from your meter.

Average: An average flow for similar residential accounts was used for your bill. This applies only to accounts on wells.

Combined: This flow was obtained from multiple meters.

Estimate: An estimated flow was used; normally this data comes from your municipal water department.

BOD: Biochemical Oxygen Demand (wastes) in the flow.

TSS: Total Suspended Solids in the flow.

NH4: Ammonia in the flow.

mg/L: Milligrams per liter, a concentration of a measured item (BOD, TSS, NH4) in a liter of water discharged to the sanitary sewer system.

Lbs: Total Pounds of a measured item (BOD, TSS, NH4) discharged to the sewer system. This is calculated by using the formula (mg/L x Billed Flow) x .00624.

Charges: List of charges on this bill.

Rate: The rate in dollars charged by unit (Ccf, Lbs, etc.)

Amount: Number of units.

Dollars: Dollars charged.

Customer Charge: A charge that pays for some of the fixed costs for providing service even if you do not use any water.

Flow Credit: Flow credits from lawn sprinkling meters, and other adjustments.

Summer Discount: The amount of flow discounted for lawn sprinkling and other summer uses not discharged into the sanitary sewer system. This is applied if you had actual meter readings in the winter and you do not have a lawn sprinkling or other credit meter.

The summer usage period has been revised. It is from April 1 through September 30. Any water usage for lawns, gardens, pools, etc. before, or after, this period will not receive the summer discount.

Billed Flow: The amount of flow billed after any flow adjustments.

Atypical: Miscellaneous charges as needed, does not apply to residential bills.

Compatible Pollutants: Charges for compatible pollutants and sampling, does not apply to residential bills.

Incompatible Pollutants: Charges for incompatible pollutants and sampling, does not apply to residential bills.

Organic: Charges for organic pollutants, does not apply to residential bills.

Meter Charge (Well/Credit): A charge to recover the cost of the Well or Credit meter, the electronic head, installation, maintenance, inspection, and permits. It also covers replacement and meter reading costs.

PILOT: Payment in Lieu of Taxes – Charged if you do not pay District Property taxes.

EBill Credit: A \$1.25 credit applied if you are signed up for Electronic Billing. See www.rrwr.dst.il.us for more info.

Current Charges: Current charges from this billing period.

Previous Balance: Unpaid amount from previous bills.

Total Due: Total Due on this Account.

Payment Due By: The date this bill is due.

Sanitary Sewer: A sewer which carries sewage (liquid or waterborne waste from plumbing fixtures) and to which storm and surface water, street runoff, and groundwater are not admitted intentionally.

[\(McGraw-Hill Dictionary of Architecture & Construction\)](#)

Important Phone Numbers

Residential/Commercial Billing	815.387.7500
Industrial Billing	815.387.7640
Collections	815.387.7510
Sewer Backups	815.387.7600 / 779.774.3700
Toxic Spills	815.387.7455 / 779.774.3416
Main Number	815.387.7400 / 779.774.3400
TTY	7-1-1 or 800.526.0844

Checks, Money Orders, Cash and Major Credit Cards are accepted in person at the District offices at 3501 Kishwaukee St. Rockford, IL 61109. Allow 5 days for mail delivery.

Make all Checks and Money Orders payable to RRWRD. Please write your Account Number on your Check or Money Order. When calling us please have your Account Number ready.

Mail only Check and Money Order payments to
RRWRD, PO Box 6207, Rockford, IL 61126-1207.

You can pay at Rockford area Midland States Bank Locations.

District offices open Monday through Friday from 8:00 a.m. until 4:30 p.m. Our drive through window is open 8:00 a.m. until 5:00 p.m. Offices are closed holidays.

Limit 5 Transactions at drive up window, have your transactions ready. If you do not have a payment stub, please pay inside.

After hour payment drop box located at 3501 Kishwaukee St., Rockford IL 61109. Check and Money Order payments only.

Payment Due: The total amount of the bill is due in 20 days. Any payment received after 20 days is subject to a penalty of 10% of the unpaid bill amount. Additional handling and collection charges may apply to delinquent accounts.

Adjustments: If there is a problem with this bill call the number shown on the front. Bill adjustments are only made if notification and supporting documentation are received within 180 days. **Any bill with more than four estimates will not receive an adjustment.**

If you are selling your property, you need to have a Clearwater Inspection. Call any Illinois Licensed Plumber.

Save a \$1.25 per bill sign up for **EBill** at www.rrwr.dst.il.us.

Low-income customers may qualify for assistance with this bill; contact the Rockford Human Services Department at 779.348.7114.

For information on repairing/cleaning your residential sewer and “Do you need sewer repair insurance?” see:

<http://www.rrwr.dst.il.us/wp-content/uploads/sewerlineflyer.pdf>

MOVED? PLEASE NOTIFY US.
Check box on front of stub.

NAME & ADDRESS CHANGE

Place this Stub in Return Envelope with RRWRD Showing in the Window.