

**DEPARTMENT OF
PUBLIC UTILITIES**

815-724-4230 Direct
815-723-7770 Fax



CITY OF

JOLIET

October 29, 2019

New Utility Customer/Current resident
Lockport, IL 60441

**150 WEST JEFFERSON STREET
JOLIET, ILLINOIS 60432-4158**

Dear New Utility Customer,

Welcome to the City of Joliet Public Utility System. On **November 1, 2019**, ownership, operation and maintenance of the Fairmont water & sewer system will be transferred to the City of Joliet.

Included with this letter is **Your Guide to Joliet Public Utilities**, which explains *who we are* and *what we do*. It also contains billing information and valuable information about programs and incentives offered to Joliet Utility Customers. A **Billing Comparison** breakdown has also been provided, which shows what to expect for rates in the next 3 years, comparing usage amounts to those amounts you are currently being billed through Lockport Township. Water and sewer rates for the next 3 years were recently approved by the Joliet City Council. Water customers whose usage is currently under 5000 gallons/month, may enjoy lower rates compared to Lockport Township, once the meter is replaced and you start receiving a bill for metered usage. We have also included **Meter Replacement Information**, which consists of information about backflow prevention and the required expansion tank, as well as some other answers to frequently asked questions.

The web pages for the Fairmont transfer <https://www.joliet.gov/departments/fairmont>, have been updated to include this letter and attachments, as well as the following additional information, in English and Spanish:

- **Direct Debit Application (optional)**
- **Water & Sewer Application (required)**
- **Project Agreement Form (required)**
- **Lead Information Notice**
- **Payment Options sheet**
- **FAQ's (updated)**
- **2019 Water Quality Report**
- **Rethink Water Newsletter**
- **Everbridge flyer**
- **Brochure for Toilet Rebate**
- **Brochure for Rain Barrel Subsidy**


Welcome Packets with hardcopies of all this information are available (in both English & Spanish), for those without web access, at the Fairmont Community Center and Fairmont School.

New Utility Customers will be able to return the forms via the following options:

- Email: awagner@joliet.gov
- Mail or drop off: Public Utilities Department, 150 W Jefferson St., Joliet, IL 60432
- Drop off: Fairmont Community Center, 525 Barry Ave., Lockport, IL 60441

Other questions and concerns may be directed to the City of Joliet Department of Public Utilities at **815-724-4220** and your question will be directed to the appropriate staff member.

Sincerely,



Amy Wagner, P.E.
Deputy Director – Engineering
Department of Public Utilities

