



UTILITY BILLING

The City of Highwood's Water Treatment Facility is located at 4 Walker Avenue on the shore of Lake Michigan. The facility was originally constructed in 1938 by the Federal Water Works Agency and underwent a major renovation in the year 2000 to increase the amount of deliverable water capacity from 1 million gallons a day to 2 million gallons a day at a renovation cost of \$1.9 million.

WHEN DO I RECEIVE MY UTILITY BILL?

On the odd-numbered months of the year:

January (01), March (03), May (05), July (07),
September (09), November (11).

HOW DO I PAY MY BILL?

Online: www.cityofhighwood.org

Mail Payment: 17 Highwood Avenue,
Highwood, IL 60040

Mail Box: Drop payments in the mailbox
located on the north side of City Hall.

In-person: Administration Office (1st Floor)

WHAT IS NORTH SHORE WATER RECLAMATION?

The North Shore Water Reclamation District provides wastewater treatment for the eastern part of Lake County, Illinois. The District serves over 300,000 residents within its Service Area. The District owns and operates three advanced water reclamation facilities with a combined average design capacity of 63.4 million gallons a day and over 100 miles of interceptor sewers. The local collector sewers within incorporated areas of the District's Service Area are owned by the local municipality. The sanitary and storm-water sewers within the District's Service Area are separate systems; therefore, there are no combined sewer systems.

WATER SERVICE DEPOSIT

Any user establishing a new water account shall be required to provide a deposit to the City in the amount of one hundred dollars (\$100.00). When service to the user is discontinued permanently, this deposit, less any amount still owed to the City, will be refunded, without interest.

WHAT ARE THE CURRENT UTILITY RATES?

Water and Sewer:

Environmental Surcharge/

Environmental Remediation Fee: \$0.44 (Per 100 Cu. Ft.)

Sewer/wastewater rate: \$2.20 (Per 100 Cu. Ft.)

Water rate: \$4.43 (Per 100 Cu. Ft.)

Out-of-City Limits Rate Add On: \$1.43 (Per 100 Cu. Ft.)

Water rate minimum charge: \$44.30 (Every 2 Months)

Well registration: \$200.00

Water Tap on Fees:

1-inch pipe: **\$1,300.00** (.75" meter)

1 1/4-inch pipe: **\$1,650.00** (1" meter)

1 1/2-inch pipe: **\$1,950.00** (1" meter)

2-inch pipe: **\$2,250.00** (1.5" meter)

Over 2-inch pipe: **\$2,250.00** (plus \$500.00 per additional inch)

Water meter surcharge fee: \$10.00

PENALTY FEES

Charges paid after the due date are subject to a ten percent (10%) late fee.

Charges not paid after 60 days are considered delinquent and are subject to water service being disconnected without further notice.



LAKESHORE

Recycling Systems

RESIDENTIAL WASTE AND RECYCLING SERVICES

In a contract that went into effect on May 1, 2017, Lakeshore Recycling Systems provides waste and recycling services to the residents of Highwood. Lakeshore Recycling Systems is also the current commercial waste hauler for the City of Highwood, which went into effect January 1, 2016.

ORGANICS PROGRAM

In addition to standard garbage and recycling removal, this contract includes a year-round organics program (food scrap/landscape). Highwood is one of the first cities in the State of Illinois to offer this service. In this program, food scraps can be co-mingled with yard waste in a separate third cart. Residents are provided a 95-gallon recycling cart, a 65-gallon garbage cart and a 35-gallon organics cart. Once the organics cart is collected, Lakeshore Recycling Systems will transport the organics to be recycled into compost. Lakeshore Recycling Systems is proud to service Highwood's 5,405 residents.

Please reach out to our dedicated Customer Service Center at 773.685.8811 with any questions. Or, feel free to visit our recycling and transfer center in Northbrook.

Current Highwood/L.R.S. Pricing (Next 2 Pages)

HIGHWOOD COMML RECYCLING FRANCHISE PRICING

RECYCLING							
Highwood Franchise Matrix Pricing 05/01/2020							
65 gal toter	1X	2X	3X	4X	5X	6X	7X
	Free	23.39	46.78	70.18	93.57	116.96	140.35
95 gal toter							
	Free	25.52	51.04	76.56	102.08	127.59	153.11
1 yard							
	Free	26.58	53.16	79.75	106.33	132.91	159.49
1.5 yard							
	Free	42.53	63.80	85.06	106.33	132.91	170.13
2 yard							
	26.58	53.16	79.75	106.33	132.91	159.49	202.02
4 yard							
	40.39	79.75	111.65	148.86	186.08	223.29	276.46
4 yard compactor							
	79.75	148.86	223.29	297.72	372.15	446.58	531.64
6 yard							
	47.85	95.70	143.54	191.39	239.24	287.09	350.89
8 yard							
	57.45	111.65	170.13	223.29	276.46	329.62	398.73
8 yard compactor							
	106.33	212.66	318.99	425.32	531.64	637.97	770.88
10 yard							
	69.11	132.91	196.71	260.51	324.30	388.10	467.85

Recycling Loose Yards @ \$ 25.00/yard

ORGANIC'S	
Highwood Franchise Matrix Pricing 05/01/2020	
CONTAINER SIZE	PER PULL COST
Landscape Waste Stickers	\$ 2.61/ each
65 gallon cart	\$15.95/per dump
95 gallon cart	\$21.27/per dump
1.0 yarder	\$31.90/per dump
1.5 yarder	\$37.21/per dump

Organic's Loose Yards @ \$ 25.00/yard

HIGHWOOD TRASH FRANCHISE PRICING COMML & R/O

GARBAGE COMML							
Highwood Franchise Matrix Pricing 05/01/2020							
	1X	2X	3X	4X	5X	6X	7X
65 gal toter	21.27	40.40	60.61	80.81	101.01	121.21	148.86
95 gal toter	23.39	42.53	63.80	85.06	106.33	127.59	159.49
1 yard	34.03	63.80	95.70	127.59	159.49	191.39	255.19
1.5 yard	40.40	79.75	116.96	157.37	197.77	238.18	292.40
2 yard	44.66	85.06	129.72	172.25	214.78	257.32	313.67
2 yard compactor rental rate = \$250.00/month	101.01	202.02	303.04	404.05	505.06	606.07	738.99
4 yard	74.43	148.86	223.29	297.72	372.15	446.58	526.33
6 yard	101.01	207.97	303.04	404.05	505.06	606.07	717.72
6 yard compactor rental rate = \$195.00/month	313.67	627.34	941.01	1169.62	1462.02	1754.43	2121.26
8 yard	136.10	265.82	398.73	531.64	664.56	797.47	951.64
10 yard	154.18	308.35	462.53	616.71	770.88	925.06	1116.45

Trash Loose Yards @ \$ 25.00/yard

Construction Loose Yards @ \$ 40.00/yard

GARBAGE ROLL-OFF			
Highwood Franchise Matrix Pricing 05/01/2020			
SIZE	HAUL RATE	TONAGE LIMIT & RATE	MONTHLY LEASE RATE
20 yard comp	\$398.73	5 ton limit \$51.04/per ton over	\$420.00
25 yard comp	\$420.00	5 ton limit \$51.04/per ton over	\$420.00
30 yard comp	\$420.00	5 ton limit \$51.04/per ton over	\$420.00
40 yd receiver box	\$478.48	5 ton limit \$51.04/per ton over	\$111.65

POTENTIAL CAUSES OF HIGH WATER BILLS

1

Leaky/Running Toilets

The Sound Check: Simply walk up to your toilet and listen. If you hear an odd hiss-like noise, you may have a leak and will want to check the tank flapper, water line connections, and seals further.

The Dye Test: For this test, you'll need some food coloring or a dye tablet. Take the lid off of your toilet's tank and put in a couple of drops of coloring (or a dye tablet). After you've put the dye in the tank, wait for 15-20 minutes and check the toilet bowl for dye. If dye is present, then there's a leak allowing tank water to flow in the bowl.

In most cases, these leaks will be caused by a faulty flapper in the toilet tank. This is a relatively easy fix that only requires a short trip to your local home hardware store and a few minutes of work,

2

Leaky Faucets & Fixtures

Leaky faucet fixtures are another common cause of high water bills. The heavier the leak, the more water gets wasted, and the higher the water will be. A simple visual check of your faucets, shower heads, and other fixtures is all it takes to identify a leak at the fixture. The most common cause of a faucet leak is a faulty rubber washer in the faucet handle. In most cases, you can shut off the water to the leaky faucet, unscrew the handle, remove the bad washer, and replace it with a new one.

3

Irrigation Leaks

Not all leaks occur indoors. If you have an irrigation system for your landscaping, a line crack or loose joint could allow water to leak even when the irrigation system is off. Finding these leaks can be a little tricky, especially if the lines for the irrigation system are buried out of sight. To spot these leaks, you may need to check your lawn for unusually damp patches or areas of grass that are more lush than their surroundings. Keep in mind, however, these signs of a leak are similar to the signs of a leak in a lateral line.

4

Lateral Line Leaks

In some cases, one of the underground pipes feeding water from your metered connection to your home may have a crack or loose joint. The causes of these leaks vary, by things such as pipe age, seismic activity, tree root intrusion, and animal activity are often contributing factors.

This problem, while similar to an irrigation leak, is usually much more severe. When trying to tell if the leak is in your irrigation line or your lateral line water supply pipe, the amount of extra water consumption noted on your utility bill can serve as an indicator.

For these leaks, the best solution is to contact a professional. A professional can recommend the best solution for the problem - such as traditional trench & replace trenchless pipe lining, or pipe bursting.

5

Old, Outdated Fixtures & Toilets

In recent years, there have been numerous efficiency improvements made to common water fixtures, such as new-model aerators for faucets, low-flow water-saving toilets, and water-saving shower heads.

This rarely shows up as a sudden problem, it's usually something that comes with the house and has you paying higher than expected water bills. Check your home's faucets, toilets, shower heads, and other water-using equipment.

Recent Changes in Water Use

6

One small change in your water use habits or household situation can have a big impact on your utility bill. Two big reasons you might change your water use habits include a change in the season or adding a new /guest family member to your household. The best fix to counter or prevent a sharp spike in your water use is to plan ahead when possible. In some cases, you may need to budget for higher water consumption during certain months or for as long as you have that additional person in your home.

Recent Changes in Water Use

7

Adding new water-intensive equipment to your home can also cause a significant increase in your water bill. Pools, sprinkler systems, washing machines, freezers, and other new equipment can result in a sudden increase in your water bill.

To minimize the impact of new equipment on your water bill, try to select appliances that are marked as high-efficiency or have the WaterSense logo. If you add a pool to your property, be sure to cover it when it's not being used to minimize the water loss from evaporation so you don't have to use as much water to refill it.

***Often, a substantial water bill can be the result of over-consumption behaviors affiliated with appliances and home utilities. Some of these behaviors include:**

- 1) Using top-loading laundry machines, which consume as much as 200% more water than modern, front-loading laundry machines.
- 2) Using washing machines for half-or-quarter-loads, as opposed to waiting for full laundry loads.
- 3) Over-watering lawns and unmediated use of water-consuming recreational toys and equipment.
- 4) Lengthy and unnecessary shower times. Keeping showers less than five minutes can result in up to 1,000 gallons of water savings every month.
- 5) Running water to thaw meats and frozen foods, as opposed to taking them out of freezers at earlier, more appropriate times.
- 6) Washing dishes by hand. Running water while washing a load of dishes consumes 4-5 times more water than dishwashers.
- 7) Keeping water running while brushing teeth or shaving, which is an unnecessary waste of water flow.

By limiting water wasting behaviors, you can significantly lower your water bill and resource efficiency.