



Know what's below.
Call before you dig.

*Before you dig - REMEMBER to
call JULIE...*

1-800-892-0123

OR DIAL - 811

... it is the Law in Illinois

*For more information:
www.illinois1call.com*

EMERGENCIES

If you have a natural gas,
water, or sewer emergency, call
Morton Utilities at

**(309)266-5361 and
press 1 for assistance.**

This is available 24 hours per
day, seven days per week
including holidays, or dial **911**.

MORTON UTILITY SERVICES



**VILLAGE HALL
Morton Utility Office
120 N. Main Street
Morton, IL 61550
Phone: (309)266-5361
www.morton-il.gov**





About Your Utility Services

The Village of Morton operates the systems that supply water and natural gas, and control storm and waste water in the Village. Since the Village of Morton owns these systems, they are a good value for all citizens. This pamphlet is designed to answer basic questions about these services. More complete information can be obtained from the Village office upon request.

The Village of Morton takes pride in our utility Services. We maintain all of our own lines and meters for the water, gas, waste water, and storm water systems. Morton has planned ahead and cared for the systems for which we are responsible. This enables us to keep our costs down and our service above other communities.



WHERE TO START...

To begin services you will need to come to the utility office at 120 N. Main Street between the hours of 7:30 am and 5:00 pm, Monday through Friday (excluding holidays) to complete an application for utility services. Every effort will be made to change your utility services over to you without disruption. Services provided to a home vary depending upon the home's location. Some properties will only have water, storm and waste water service. Other areas of the Village are supplied with gas service along with the services named above. The cost for each service is itemized on your bill each month.

If you are a renter, you will need to pay a deposit of \$100 for gas service and \$50 for water service. These deposits are returned to you when service is permanently discontinued and all balances are paid in full.

THE BILL...

Bills for utility service should be received by the 18th day of the month, and billed at a rate of 95% of the actual amount of the utility service charges. This amount is due by the 27th of the month. If the 27th falls on a weekend or holiday, the reduced rate is due on the next business day. If the amount billed is not received by the Village by 5:00 pm on the due date, the 5% discount for the unpaid amount will be added to the next month's bill. If you do not receive your Morton utilities bill by the 21st day of the month, contact the Morton Utilities office to get your amount due and confirm that we have the correct address on file.

IMPORTANT: Failure to receive your utility bill shall not excuse a customer from their obligation to pay within the time period specified.

HOW TO PAY...

The Village provides multiple ways for you to make a payment for your utility services:

- Mail your payment in the envelope provided.
- Drop your payment in one of the two secure drop boxes. One is located next to the sidewalk in front of the utility office, and the other is next to the post office box in the driveway of the parking lot across Madison.
- Come into the office during normal business hours.
- Sign up for automatic bank debits from your account on the 27th of the month.
- Pay your bill online. To sign up, visit the Village website at www.morton-il.gov and click on Utilities & Payment options under the Services tab. This will direct you to Payment Service Network where you can register and set up on-going payments or make a one-time payment. This service is free of charge.

