



## Morton Utility Services

This flyer provides the basic information for the utilities provided by the Village of Morton. We operate, maintain, and update its utility systems within the Village limits. These services include:

- providing water and natural gas
- controlling stormwater
- processing wastewater

In addition, the Village of Morton bills single-family residential customers for the basic waste and recycling collection provided by GFL Environmental.

### WHERE TO START

To obtain services, residents and business owners are required to complete a utility service application. This form can be available by:

- visiting Village Hall at 120 N. Main
- calling our office at 309-266-5361 to have an application sent to you via U.S. mail or by email
- visiting our website at <https://www.morton-il.gov/services/utilities/#turn-on-off>

This application will need to be submitted to our office. In most cases your utility services will be changed over to you without a disruption in service. The availability of the services listed above depends upon the residence's location.

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

### THE BILL

The customer's utility bill will itemize the charges for each service. The customer can select to receive the bill by mail, email, or opt-out of receipt of a bill. Mailed bills should be received by the 18th day of the month.

Payment is due by the 27th of the month. If the 27th falls on a weekend or holiday, the bill 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, a 5% late payment penalty will be added to the customer's account.

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 above.

### HOW TO PAY

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

- Mail your payment in the envelope provided
- Drop your payment in one of the two secure drop boxes. One drop box is located on the sidewalk in front of the utility office, and the other is available from your vehicle and is next to the post office box in the driveway of the parking lot across E. Madison Street
- Bring payment into the office during normal business hours
- Sign up for automatic bank debits from your account on the 27th of the month through our office
- Pay your bill online. To sign up, visit the Village website at [www.morton-il.gov](http://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.

### EMERGENCIES

If you have a natural gas, water, or sewer emergency, call Morton Village Hall 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**.