Ways to pay your bill:

**Online:** cityofevanston.org/ebill

**Mail:**
City of Evanston Utilities Dept.
PO Box 4007
Carol Stream, IL 60197-4007

**In Person:**
Morton Civic Center
2100 N. Ridge Avenue
Evanston

**Phone:** 888.990.4215

Water, Sewer, and Sanitation Billing Schedule:

<table>
<thead>
<tr>
<th>Water Usage &amp; Sanitation Services</th>
<th>Billing Month</th>
<th>Due Date Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>November and December</td>
<td>January</td>
<td>February</td>
</tr>
<tr>
<td>January &amp; February</td>
<td>March</td>
<td>April</td>
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<tr>
<td>March &amp; April</td>
<td>May</td>
<td>June</td>
</tr>
<tr>
<td>May &amp; June</td>
<td>July</td>
<td>August</td>
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<tr>
<td>July &amp; August</td>
<td>September</td>
<td>October</td>
</tr>
<tr>
<td>September &amp; October</td>
<td>November</td>
<td>December</td>
</tr>
</tbody>
</table>

Bills are mailed and/or emailed during the first week of the billing month and are due early the first week of the following month.

Past Due Charges and Shut Off Procedures:

A 10% Penalty will be applied to water, sewer and sanitation charges when payment has not been received by 5pm on the due date. Service will be discontinued if the bill remains unpaid for more than 30 days after the due date shown on the statement. Service will not be resumed until all arrears have been paid and an additional fee to reinstate water service will apply being disconnected. The City assumes no responsibility for any damage to the premises as a result of the water being turned off.

High Water Bills:

In most instances, higher than normal water usage is caused by undetected leaks in the flush tank of toilets, as these are not visible to the homeowner. We suggest you check your flush tanks periodically.

**Questions, updates or moving:** 311 or 847.448.4311

**Water Emergency:** 847.475.6880 (After hours, weekends & holidays)

Pay your bill

**Mail:**
City of Evanston Utilities Department
PO Box 4007
Carol Stream, IL 60197-4007

This past office box is for the payment of water, sewer and recycling bills only.

**In Person:**
Morton Civic Center
City Collector’s Office
1st Floor
or 24-hr drop box
2100 N. Ridge Avenue
Evanston, IL 60201

**Online:**
cityofevanston.org/ebill

**Phone:**
888-990-4215