



E-NEWS

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Village of Woodridge

Greetings!

Water Billing Notification for Residents on the North Side of Town

On January 19, 2023, water accounts that were signed up for bank account autopay (not credit card), were charged correctly for the December billing.

On February 27, 2023, however, those same bank accounts were inadvertently charged a second time, for the same amount. After Village staff discovered the error, the Village immediately processed a refund directly to all the affected bank accounts. Many of these bank accounts should be refunded within 24-48 hours. However, some may take longer, depending on your financial institution. Please take steps to monitor your bank account closely and call the Village if you did not receive your refund. The Water Billing Line is 630-719-4909. Your Village water account is accurate and remains unaffected. We sincerely apologize for the error, and any inconvenience this may have caused.

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