

As of March 2020, Village of Chatham halted all penalties and disconnections of service for nonpayment to help our customers due to impacts from COVID-19. We want to inform you beginning in August, issuance of penalties to accounts not paid in full will resume. Beginning in September, disconnects to accounts not paid in full will resume. Please read the changes to the disconnect policy below.

Changes to Village of Chatham disconnect policy to take effect September 1, 2020

Monthly bills for service are due on the 15th of each month. If services are not paid in full by the due date on each monthly bill, a five-day grace period would be allowed before a penalty charge of 10% per month will be imposed on the bill. The Village will no longer mail a separate shut off notice, notification is now included on the utility bill. The Village will be adding an audio notification by phone message that will be sent to customers on the shut off list on the 21st of the month which allows the customer to pay the outstanding bill before shut off. This feature is expected to be in service this fall. Utility services that remain unpaid 15 days after the due date shall be deemed delinquent; service will be interrupted until all delinquent amounts are paid in full. Services interrupted due to delinquency will not be shut off on Fridays or Village observed Holidays, and will only be reconnected during normal office business hours after payment is received in full.

Payment Plans

Our office staff is offering payment plans for past due amounts to help you bring your account current. ***Payment plans must be in place by August 31, 2020.*** No payment plans will be accepted after this date. You can request payment plans via e-mail at vocuo@chathamil.gov or call 217-483-2451.

LIHEAP & Community Services Block Grant

Eligibility was expanded to no more than 200% of the Federal Poverty Level (from 150%) to allow more households to qualify. A new application period resumes July 27, 2020. Visit www.helpillinoisfamilies.com to apply online or call the Sangamon County LIHEAP and Community Resources Office 217-535-3120 for help.