



Fox Metro WRD Customer Response to COVID-19

The Fox Metro Water Reclamation District (Fox Metro) is a public utility serving Aurora, Montgomery, North Aurora, Oswego, Sugar Grove, as well as portions of Batavia and Yorkville and unincorporated areas including Boulder Hill. Fox Metro is responsible for the conveyance and treatment of wastewater that is generated from residents and businesses using their toilets, sinks, bathing, dishwashing, and laundry. In response to the COVID-19 crisis, Fox Metro would like to provide the following public notifications.

Billing Information

Fox Metro's bill payment walk-up window is temporarily closed to protect customers and staff. No cash payments are currently accepted. Alternative payment methods:

- Pay by mail via check or money order: P.O. Box 160, Aurora, IL 60507-0160
- Pay by drop-box: in front of our main Administration building at 682 State Route 31 in Oswego
- Pay by phone: 24-hour automated system at 1-855-548-2896 or Fox Metro's customer service representatives between 8:00 AM and 4:30 PM at 630-301-6881
- Pay online: www.foxmetro.org/customer-service/payment-methods/

Rate Increase: Due to the COVID-19 pandemic, this year's rate increase has been delayed to help the local community during this time when many citizens are undergoing financial hardship. Fox Metro's annual user fee increase was approved with Ordinance No. 871 in June 2018. The change occurs each year for five consecutive years with the next increase scheduled for June 1, 2020.

Late Payments: Fox Metro will not be charging penalties, charging late fees, or authorizing water shutoffs until further notice.

Staff Safety and Service Continuity

Several measures have been implemented to care for Fox Metro's staff and ensure the continuity of reliable, high-quality wastewater services to the Aurora area. Wastewater treatment is considered essential services. Fox Metro's staff will continue to protect public health and the environment during this crisis with the dedicated staff members proudly serving the community 24 hours a day, 7 days a week. Fox Metro reliably complies with local, state, and federal regulations.

Wipes Clog Pipes

Since toilet paper has been in low supply, some residents may turn to alternatives such as paper towels, paper napkins, "flushable" wipes, and sanitizing wipes. These substitutes can cause problems for neighborhood sewers that could include expensive backups into homes, sewage overflow on to local streets, and damage to Fox Metro's pipes and equipment. More information is available at: www.foxmetro.org/wipes Please only flush the 3Ps:

