

Fox Metro Water Service Reconnection Guidelines

Once water is disconnected due to non-payment, all past due balances and fees must be paid before service can be restored.

Payment must be made with a customer service representative in person or via telephone. The payment must be made by cash, Money Order, Cashier's Check, or Credit/Debit Card. Representatives are available to accept payments during standard office hours. Personal checks will not be accepted.

Water service is then restored by your municipality's water billing department, not Fox Metro. Once payment is made to Fox Metro, we will submit a request to your municipality to restore your water services. Each City and Village's reconnection times vary and are subject to change at their staff's availability. Below is their standard turn on guidelines. Fox Metro makes no guarantees based on the information provided below and is provided as a courtesy to our customers.

City of Aurora

Reconnections generally occur between 3 PM and 5 PM. Payment must be made to Fox Metro no later than 3:45 PM to avoid an overtime fee of \$40. A person with access to the home age 18 or older must be home during this time frame for services to be restored. They will be required to sign a waiver. If the city visits the property to restore the services and no one is available, a \$40 fee may be imposed if they need to return a second time to restore service. If someone is not available between 3 PM and 5 PM, a reconnection appointment must be scheduled with the City of Aurora. Same day appointments are not available. All reconnection requests after 30 days of disconnection require an appointment.

North Aurora

Reconnections will usually occur within 2 to 3 hours starting immediately after a payment is made. Someone does have to be at home to have the services restored. If someone is not available, a reconnection appointment will need to be scheduled with the Village of North Aurora. Payments made to Fox Metro after 3:15 PM may result in longer turn on times and could be subject to a \$25 overtime fee.

Oswego

Reconnections will generally occur between 1 PM and 4:30 PM. If the water service was disconnected within the prior 4 days, it is not required to have someone at the property. For

disconnections past 4 days, a reconnection appointment must be scheduled with the Village of Oswego and someone will be required at the property. All payments made by 4:15 PM on the first day on disconnection will usually have same day water turn on. Overtime services are not available. Generally, on the 2nd through 4th day of disconnection, payments will have a 3 PM deadline for same day reconnections.

Montgomery

Reconnections will usually occur within 24 hours. It is not required for someone to be home for services to be restored.

Sugar Grove

Reconnections will customarily occur within 2 to 3 hours starting immediately after payment is made. Someone must be home to have services restored. If someone is not available, a reconnection appointment must be scheduled with the Village of Sugar Grove. All payments made after 3:15 PM could be subject to a \$40 overtime fee for same day reconnections.

Yorkville

Reconnections generally occur before 3:30 PM. Payments made after 3:15 PM could be subject to a \$50 overtime fee for same day reconnections. It is not required for someone to be home to have the services restored.