



City of DeKalb – Finance Department
164 E Lincoln Hwy
DeKalb, IL 60115
Phone: 815-748-2085
Fax: 815-748-2304
Email: waterbilling@cityofdekalb.com

Application for Residential Utility Service & Billing

Municipal Code Chapter 7, Section 15, requires that utility service accounts for water, sewer, and refuse (where applicable) be held in the owner’s name and that bills be mailed to the owner. Please complete this application to establish a utility service account or to update an existing account. (Please see back for more details)

BUYER

Service Address: _____

Owner Name: _____

Owner Address (billing address): _____

Primary Phone #: _____ Other Phone #: _____

Email Address: _____

Occupancy Type: Owner Occupied Leased to a tenant(s)

Property Management: _____

Property Management billing address: _____

Date of Closing: _____

Signature: _____ Date: _____

SELLER

Service Address: _____

Seller Name: _____

Seller forwarding address for final bill:

Primary Phone #: _____ Other Phone #: _____

Email Address: _____

Date of Closing: _____

Signature: _____ Date: _____

Note: Available service start dates are Monday through Friday, excluding holidays.



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Things to Remember

START SERVICES: HOMEOWNERS ONLY, complete and return this form to 164 E Lincoln Hwy. DeKalb, IL 60115, Or email to waterbilling@cityofdekalb.com. We must receive both Buyer and Seller information before requesting the final read.

Autopay option is available for HOMEOWNERS ONLY forms can be found online at cityofdekalb.com or at the Finance Department located at 164 E Lincoln HWY DeKalb, IL 60115.

Confirmation of new account will be your first bill.

Bills are issued every two months. Bills are always due on the 21st of the month, unless the 21st falls on a weekend or holiday, due date would be the next business day.

FINAL REQUEST: Will be processed for Buying/Selling of property ONLY and will NOT be processed more than 5 business days before closing date. Please provide 48 hour notice of any changes in closing date. If you have a credit on your account it will be applied towards your final charges. If the credit exceeds the amount due, we will transfer the balance if you have another open account. If you do not have an open account, we will issue the refund via check to the forwarding address provided. The check will be issued approximately 5 weeks after the final bill is processed.

CHANGE BILLING ADDRESS: Property owners who rent the property will need to provide a mailing address if you move.

If you change Property Management, we will need this form resubmitted with updated information.

Tenants will not receive a bill from the City of DeKalb directly.

For Questions regarding water quality, turn on or turn off- please contact the Water Department at 815-748-2050.