



October 30, 2021

Creston Resident
123 W Main St
PO Box 1
Creston IL 60113-0001

Dear Resident,

I am writing this letter to inform you of the situation with the utility bills. Our meter reader resigned effective July 2021. We have not had a meter reader since that time. We posted the job on our website and on Facebook and got a good response to the open position. Unfortunately, our meter reading equipment is outdated and does not function correctly. Because it is outdated, it cannot be repaired. New equipment has been ordered, but there is no timetable on when we will receive it. Because of the situation with the equipment, we have not yet hired a meter reader, as there is no way for him/her to read the meters without functioning equipment.

As a result of this, we will have to continue to do estimated readings until the new equipment arrives and the new meter reader can be trained in its use. However, if you would like to submit your own meter reading to the village so that we can base your bill on the actual reading rather than an estimate, you may take a picture of your meter with your phone and email it to a dedicated email account that we have set up for this purpose: vocwatermeterreadings@gmail.com. The screen shot must be clear and easy to read and the readings must be turned in by first Wednesday of each month. A sample of how the image should look is included below:



If you have any questions or concerns, please contact Village Hall.
We thank you for your patience as we work our way through this situation.

Sincerely,

Jennifer A Payton
Village Clerk