

Village of Nilwood (Includes Sunset Lake) Frequently Asked Questions

To serve you better, we've assembled a list of some frequently asked questions. If you don't find your answer here, feel free to contact us at (217) 965-1566 during our regular business hours.

Why am I considered a Nilwood customer when I pay my bill to the Otter Lake Water Commission?

The Otter Lake Water Commission has been contracted by the Village of Nilwood to bill, collect payments and handle service calls for the water/sewer utility services for their customers. But you are still considered a Village of Nilwood customer (acct # 500xxxxx).

How could I have used this much water?

You may not have, the meter reading could have been transposed, if you don't feel you have a problem call our office and we can check the reading first to verify. If the reading is correct then you could possibly have a leaky toilet or faucet that's difficult to detect.

Nilwood Board Meetings?

The Village of Nilwood Board meets the 3rd Tuesday of the month at 7:00 pm. This meeting is open to the public. If you have an issue that you want addressed please call Craig Bridges at (217) 341-8991 to be added to the agenda.

Who do I contact about a new service tap?

The Village of Nilwood Board must approve your request for a new water service tap on their system prior to any work being done. Call Craig Bridges at (217) 341-8991.