

Otter Lake Water Commission
6475 W. Montgomery Road
P.O. Box 468
Virden, IL 62690



Phone: 217-965-1566
Fax: 217-965-1530
www.otterlakewater.net

Customer Name: _____ Account #: _____ CID # _____

The Otter Lake Water Commission is contracted by the Village of Nilwood to provide the billing services for their customers. A Customer Application must be filled out and returned along with a copy of the account holder's driver's license. Renters, contract for deed purchasers or owner/s of real property not improved with a residence are required to pay a \$200 deposit for Water/Sewer Services where provided.

Water Bills

Water bills are mailed on the 17th of the month and are due the following month on the 16th. Customers may also sign up for paperless billing by visiting our website at www.otterlakewater.net and registering your account on the customer portal with a valid email address (You will need your account # and a CID # that is printed on your bill for the customer portal).

Otter Lake will attempt to notify by automated call/text any customer that has not paid their bill by the due date. If this previous bill remains unpaid it will be subject to service disconnection on the 5th of the month (if this day falls on a weekend or holiday it will be the next business day).

It is the responsibility of the customer to make sure we have a valid phone number on your account so you can receive these automated notices. Please make sure this primary phone number is one that can accept a message in case you are unable to answer the phone. Automated notification calls will come from the following number: 217.965.1566. It is recommended to add these numbers to your contacts. Failure to receive these notices by phone will not exclude any account from disconnection.

The current primary phone number we have on your account is: _____ If this phone number is not correct please contact our office immediately at 217.965.1566 or by email at otterlake@otterlakewater.net.

Payment Options

Payments can be made online through a customer portal, by mail, in person, or after hours via a 24 hour drop box located at our office next to the front gate.

Customer Portal – The customer portal will allow you to make payments as a registered or unregistered user, sign up for ebills, or an autopay feature that will let you pick your withdrawal date. All portal payments are with debit/credit cards or Personal Checking/savings accounts and will include a processing fee. (Minimum of \$2.50 for debit/credit cards and Minimum of \$1.95 for checking/savings accounts)

Bank Account/Credit Card Autopay - Customers may have their bank account or credit card setup to pay their bill. This service is processed on the due date of the bill. There is no fee for this service, if interested please contact our office for further information.

Village of Nilwood boil orders are communicated to the following radio station: WSMI = AM 1540 / FM 106.1, The radio station will also post communication on their website wsmiradio.com (click on weather, then boil orders).

The Commission strives to provide the best service possible to all Village of Nilwood customers. Please contact our office during regular business hours Monday through Friday - 8 am to 4:30 pm at 217.965.1566 if you have any questions.

Sincerely, Otter Lake Water Commission

Nilwood Water & Sewer System

Billing Contractor: Otter Lake Water Commission
6475 W Montgomery Road, PO Box 468, Virden IL 62690

Phone: (217) 965-1566
Email: otterlake@otterlakewater.net

Fax: (217) 965-1530
www.otterlakewater.net

NEW CUSTOMER APPLICATION

Account # : _____

Customers Name: _____

Service Address: _____

Billing Address: _____
(If different from
Service address)

Phone # : _____ Spouses Name: _____

Place of Employment: _____

COPY OF PHOTO ID REQUIRED

Beginning Service Date: _____

Type of Customer:

- Owner
 Contract For Deed - (deposit)
 Renter - (deposit)
 Owner of Property -
Not Improved with a Residence - (deposit)

Name & phone # of Landlord or Property
Owner if you don't own the Property:

Type of Property:

- Frame Home
 Mobile Home
 Apartment
 Commercial
 Other: _____

Contract for Deed Purchasers, Renters or Owners of Real Property Not Improved with a Residence, will pay a \$200 deposit for water/sewer services.

Signature: _____ Date: _____