



**DATE:** July 31, 2024  
**TO:** Public Release  
**FROM:** Executive Director Cyrus W. McMains, PE  
cyrus@ybsd.org, (630) 553-7657  
**CC:** File  
**SUBJECT:** YBSD Non-Residential Accounts Billing Blunder

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YBSD is now responsible for the billing services of all non-residential accounts. The first invoice that went out was a **total blunder**. Disregard this invoice. A corrected invoice will be sent out at the end of August. The Payment Portal has been disabled and will be re-activated after the corrected invoice is sent out. If you have already made a payment, then we will either credit your account or refund your payment. Please contact us directly to discuss.

It is important to note that sewage treatment rates will be increasing due to operational and infrastructural needs. However, this adjustment will be significantly less severe than what was represented on the first invoice.

We do value the relationships that we have within the community and have been listening to feedback. Much of the constructive feedback is a preference that the billing system be based more on actual water usage, rather than an allotment, and we are taking this into heavy consideration.

As you might imagine, we are currently inundated with calls and we are returning them as quickly as practical. We appreciate your patience and understanding as we diligently work to resolve this matter.

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