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North Shore Water Reclamation District



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847/623-6060 Fax 847/623-3205

DATE: January 2024

TO: NSWRD Valued Customers

FROM: NSWRD Billing Department

RE: Duplicate December Invoices sent in error

As a result of a technical error, some of our Waukegan customers received duplicate copies of their December 2023 North Shore Water Reclamation District invoice. We apologize for any confusion or inconvenience this may have caused you.

If you were one of the customers affected, please ignore the second copy of the bill. If you have any questions or additional concerns, members of our billing department are aware of the problem and will be happy to discuss this with you. We encourage you to either stop in at the District administration office, 14770 William Koepsel Drive, in Gurnee or call the District office, [\(847\) 623-6060](tel:8476236060) and ask to speak with either Maria Ruvalcaba or Carmen Suarez. They are both aware of the problem and will be able to assist you. Our offices are open Monday through Friday from 8 am until 4:30 pm.

Thank you.
North Shore Water Reclamation District