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# North Shore Water Reclamation District



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**TO:**            North Shore Water Reclamation District Customers  
**FROM:**        NSWRD Billing Department  
**RE:**            Invoice Delivery Delays

We recently became aware of delays in the delivery of many NSWRD invoices during the last billing cycle. We apologize for any inconvenience this may have caused. Please know that during this time of uncertainty, we are all in this together. We want to reassure you we are here to work with you and help you if we can.

If you were inadvertently charged a late fee, please disregard it. If you paid the late fee, we could apply it to your next invoice or refund that amount back to you. Our service representatives are available to help you resolve any billing issues and can be reached at 847.623.6060 between 8:00 am and 4:30 pm, Monday through Friday. Email inquiries can be sent to [billing@northshorewrd.org](mailto:billing@northshorewrd.org) .

Our best wishes to you for a healthy and safe new year.