



# VILLAGE NEWS

September/October 2017

## Village to Launch New Webpage Platform

The Village Administration Team has been diligently working with CivicPlus, a national leader in local government webhosting and development, to launch a new format for the Village's website. This new format and the selection of CivicPlus, was researched and recommended by the Village's Economic Development Commission in an effort to enhance ease of use, increase service delivery and provide new levels of transparency, accountability and accessibility to our customers.

The website is expected to go online September 25, 2017. Residents are encouraged to visit our website at [www.olympia-fields.com](http://www.olympia-fields.com) and scroll through the new features.



As we continue building this platform over the next few months, we hope to bring you a new efficient

level of service, as well as, a platform that markets to outside communities and economic interests.



***Did you know the chances of becoming a victim of identity theft is greater than the risk of being a victim of all other crimes combined?***

The recent data breach involving Equifax will affect nearly 50% of the population! Residents are reminded to carefully monitor their financial statements and account activity on a weekly basis.

Most major banks and credit card providers offer some level of protection against unauthorized activity. Residents should consider requesting a free credit report from any of the three major credit reporting firms on a regular basis. For additional security, residents may wish to consider a fee based credit monitoring service. Older family members who are not internet / tech savvy are most at risk to be victimized.

## Water Meter Replacement Program

This fall the Public Works Department will begin the village wide water meter replacement program. We will be contacting each resident by subdivision to schedule an appointment within a set timeframe. The appointment should take no longer than 45 minutes per home and the replacement is at no cost to the residents.

The purpose of the water meter replacement program is to achieve consistency and accuracy within our water system and to help the residents understand their water usage through data collection. With the data collected we can help residents identify leaks within the home and usage patterns in an effort to minimize excess water bills. Currently, your water meter is reading in 1,000 gallon increments, for example: if your water bill has a usage of 16, that means you have used 16,000 gallons of water during that billing cycle. The new meters will read in actual gallons, so you may see usage on your water bill of 16,284 (actual gallons used) for a billing cycle. The change from 1,000 gallons to actual gallons will help the Public Works Department better identify water loss within the system and your homes, ultimately resulting in a higher efficiency of water delivery.

For questions or concerns regarding the water meter replacement program please contact the Public Works Department (708) 503-8200.

# On-Line Utility Bill Management System

In an effort to provide an additional level of customer service, we would like to remind our residents of the self service Utility Bill Management System. This portal on our website is a convenient way to pay your monthly utility bill and look up account information. Access is fast, easy and secure.

The Utility Bill Management System is available through the internet 24 hours a day and provides:

- ⇒ Secure and easy bill payment with a credit card, debit card or e-check
- ⇒ Statement viewing to check on current balances and due dates
- ⇒ Access to billing history and payments
- ⇒ Access to water usage history for the previous two years
- ⇒ Electronic billing enrollment/viewing

## ***Getting Started...***

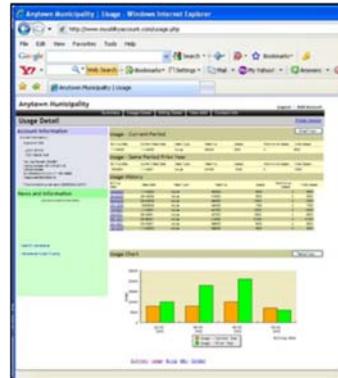
Access the Village of Olympia Fields website at

[www.olympia-fields.com](http://www.olympia-fields.com) and click on the Water Bill Payment link on the home page.

Please have your account number available to complete the logon process.

At the logon page enter your account number (do not include the dash) in the Account Number Field and re-enter the same number in the Password Field.

After successfully logging on for the first time you will be directed to a Welcome Screen that requires a current e-mail address be entered.



For assistance with the On-Line Utility Bill Management System, please contact the Water Department at 708-503-8000.

## Stay Informed—Sign Up to Receive Alerts

**What is CodeRed?** CodeRed is an emergency alert system utilized by the Olympia Fields Police Department and our emergency dispatch center. It enables subscribers to receive emergency notifications directly to their phone. Alerts are initiated by authorized public safety officials to deliver location-based emergency alerts. Visit our website to sign up.

**What is Mobile Alert?** The Village will be phasing out Nixle over the next few months and we encourage our residents to sign up to receive alerts and notifications through our new website that will launch on September 25, 2017.

The Mobile Alert program will allow you to receive emergency information via texts and emails. The Notification program will allow you to customize the type of information you want to receive from the Village.

## One Easy Step to Prepare for Any Possible Home Emergencies

Make sure your address is readable, visible and easily found. Your home's address numbers should be a minimum of 4 inches in height with a minimum width of 0.5 inches.

**REMEMBER WHEN EMERGENCY SERVICES HAVE BEEN CALLED EVERY SECOND MATTERS.**

## Delinquent Property Taxes

Each year, thousands of Cook County property owners pay their real estate property taxes late or neglect to pay them at all. We want to make you aware that the Village has been notified by Cook County Treasurer Maria Pappas, that there are 237 properties in Olympia Fields that have past due property taxes for the 2016 tax year. There are dozens of reasons why property owners have not paid their taxes, but what we have found is that some property owners may not know that they are behind in their taxes.

Eighty-three (83) property owners in Olympia Fields are delinquent due to not updating their mailing address with the Cook County Treasurers Office.

The next Annual Tax Sale will be held in May of 2018. If you have any questions or need assistance with paying your property taxes contact the Cook County Treasurers Office at 312-603-6202.