Village of
VOLO
A Family Community

AUTO-PAY
AUTOMATIC WATER BILL PAYMENT

What is Auto-Pay?

Auto-Pay is a convenient way to pay your water bill. Each month, the Total Amount Due is automatically transferred from your bank account.

What are the benefits of enrolling in Auto-Pay?

When you enroll in Auto-Pay, you will receive a $5 discount each month on the monthly service fee for water service. That's in addition to no checks, stamps, or late payments!

How is Auto-Pay different from the online bill payment service provided by my bank?

When you pay your water bill using the online bill payment service provided by your bank, your bank sends us a payment on your behalf. The payment may arrive after the due date, resulting in a late payment.

Auto-Pay automatically transfers the Total Amount Due from your bank account each month before the due date, eliminating late payments.

Enrollment is Easy:

1 Complete the Auto-Pay Enrollment Form (below) and return with a voided check. Continue to pay your monthly water bill as normal.

2 You will receive an email confirming your enrollment in E-Bill and Auto-Pay. The email will indicate your first automatic payment date.

3 The Total Amount Due on your water bill will be automatically transferred from your bank account on the 25th of each month.

TERMS AND CONDITIONS

1. **E-Bill -** Auto-Pay requires enrollment in E-Bill. Your monthly water bill will be sent by e-mail the 1st week of each month. The bill will indicate the amount to be transferred (Total Amount Due) from your bank account and show "Auto-Pay" as the payment (Payment Amount).

   ACCOUNT HISTORY IS AVAILABLE ONLINE AT WWW.VILLAGEOFVOLO.COM/EPAY

2. **Record of Payment -** Your monthly bank statement will indicate the Auto-Pay transfer amount and date; please retain as proof of payment. If the Auto-Pay transfer amount is different from the Total Amount Due on your monthly water bill, you must notify the Village of Volo and your financial institution within sixty (60) days.

   PAYMENT HISTORY IS AVAILABLE ONLINE AT WWW.VILLAGEOFVOLO.COM/EPAY

3. **Payment Date** - The Total Amount Due will be automatically transferred from your bank account on the 25th of the month or the next business day if the 25th falls on a Saturday, Sunday, or holiday. You are responsible for ensuring there are sufficient funds in your bank account on the designated payment date.

4. **Returned Payments -** A $25.00 service charge is applied for each returned payment (NSF). Auto-Pay may be cancelled if two (2) payments are returned within in a twelve (12) month period.

5. **Cancellation** - Auto-Pay will remain in effect until the Village of Volo receives written notification thirty (30) days prior to the cancellation date or until your water service is terminated with the Village of Volo.

6. **Account Changes -** Changes to your bank account must be in writing. Please submit a new Auto-Pay Enrollment Form and voided check.

7. **Auto-Pay Discount -** A $5.00 discount will be credited toward the $15.00 monthly service fee for water service each month your water bill is paid via Auto-Pay. Effective 05/01/19.

   For more information, please contact Village Hall at (847) 740-6982.

   (APTCv2 - 02/01/19)

PLEASE RETURN THE BOTTOM PORTION WITH A VOIDED CHECK

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500 S. Fish Lake Road
Volo, IL 60073
(847) 740-6982
www.villageofvolo.com

AUTO-PAY ENROLLMENT FORM

☐ New Enrollment   ☐ Bank Account Change

BANK INFORMATION

BANK: _____

ROUTING #: _____

ACCOUNT #: _____

CHECKING: ☐   **ATTACH**

SAVINGS: ☐   **VOIDED CHECK**

AUTHORIZED SIGNATURE:

_____

ACCOUNT INFORMATION

ACCOUNT #: _____ (10-digit number on your water bill)

ADDRESS: _____

NAME: _____

PHONE: _____

E-MAIL: _____

I hereby authorize the VILLAGE OF VOLO to debit my checking/savings account each month for the Total Amount Due on my water bill. I have read and agree to the Terms and Conditions of the Auto-Pay Program. This authorization will remain in full force and effect until the VILLAGE OF VOLO receives written notification thirty (30) days prior to the cancellation date.

RETURN TO: VILLAGE OF VOLO, 500 S. FISH LAKE ROAD, VOLO, IL 60073