

The Village of Hanover Park is offering Direct Debiting from the account of your choice.

SAVE Time

Your payment is electronically withdrawn from your savings or checking account on the 21st of the month.

SAVE \$ Money

No more late fees when the bill is misplaced or lost in the mail.

SAVE Postage

No need to find a stamp and wonder if the payment will make it on time.

Frequently Asked Questions:

Q: Can I have my utility bill paid out of any kind of account?

A: You can have your bill paid from a checking, savings, NOW, or money market account at your participating bank, financial institution, or credit union. Most financial institutions offer this service.

Q: How will I keep track of my payments?

A: You will still receive a bill monthly that details your charges, but the bill will state that the amount is **AUTO PAID**. Your bank will also show the withdrawal on your monthly statement.

Q: Who do I contact if I have a question about my withdrawal?

A: Questions concerning electronic withdrawals, like any other withdrawal, should be directed to your bank.

Q: Who do I contact if I have a question about my bill?

A: Questions concerning your bill should be directed to the Hanover Park **Water Billing Department at (630) 823-5799** no less than three business days prior to the due date.

Q: Once I sign up, can I change banks or accounts?

A: Yes, you can make a change by submitting a new authorization form. It takes one billing cycle for new bank drafts to go into effect to allow for a pre-note to be sent out to verify the new account information.

To Sign Up for the program, simply fill out the form on the reverse side of this sheet, following the instructions below:

- **PRINT** your name on the authorization form exactly as it appears on your bank records. Complete the rest of the authorization form.
- **SIGN and DATE** the form. Depending if you are authorizing from Checking or Savings account, you will need to attach either a voided check from your Checking account, or a savings deposit slip from your Savings account. It is important that you enclose these documents. Without them, we will be unable to process your enrollment form.
- **RETURN** the signed authorization form and the voided check or savings deposit slip to the Village of Hanover Park, 2121 Lake St., Hanover Park, IL 60133. You can also place in the drop box in the Village Hall parking lot, drop off at the Village Hall counter or send via e-mail in a scan or jpeg format to waterbilling@hpil.org
- **WAIT for your bill to read AUTO PAID.** The program will take effect on your next regular bill. When you see this phrase on your bill, you know you are set up and the Amount Due will be electronically withdrawn from your account on the 21st of the month. You will need to pay any outstanding bills until the phrase appears on your bill.
- Call your financial institution to make sure you are eligible for automatic bank debits.

For more information, please call
(630) 823-5799.

**VILLAGE OF HANOVER PARK
DIRECT DEBIT AUTHORIZATION FORM
CUSTOMER INFORMATION:**

Name _____

Service Address _____

Phone No. (____) _____

Village of Hanover Park Utility Bill Account #:

FINANCIAL INSTITUTION INFORMATION:

Name _____

Address _____

City _____ State ____ Zip _____

Phone No. (____) _____

Bank Account No. _____

Bank Routing No. _____

Account Type

_____ Checking- attach a blank voided check

_____ Savings - attach blank voided deposit ticket

I authorize the Village of Hanover Park to initiate debit entries to my account indicated above. I understand automatic payment of the total amount due will be made on the bill's due date. This authority is to remain in full force and effect until I revoke the agreement by written notification to the Village in such time and manner to afford a reasonable opportunity to act upon the notice. I have the right to stop payment of a charge by notifying the Village three business days prior to the due date on my bill. I understand that both the Village and the financial institution named above reserve the right to terminate this agreement or my participation, therein. A copy of this authorization will be provided at your request. I have read and agree to the terms of this direct debit payment plan.

Signature _____ Date _____

Bank Debiting for Utility Billing



Hanover Park^{USA}

Village of Hanover Park
2121 Lake St.
Hanover Park, IL 60133

Utility Billing Department (630) 823-5799
Fax (630) 823-5786