

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

SAVE Time

Your payment is electronically withdrawn from your savings or checking account on the due date.

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 every other month 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) 372-4233** 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 one week before your next billing is mailed. Bills are processed at the end of each month. Any changes should be received by the 10th of the month in which you are billed.

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 your bank record shows. Complete the rest of the authorization form.
- Sign and date the form, attach a savings deposit slip or a voided check from your checking 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 deposit slip or voided check to the Village of Hanover Park, 2121 W. Lake St., Hanover Park, IL 60133. You can mail these items, put them in the drop box in the Village Hall parking lot or bring into the Village Hall.
- Wait for your bill to read AUTO PAID. When you see this phrase on your bill, you know you are set up and the Amount Due will be electronically withdrawn from your account on the due date. 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) 372-4233.

**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 ABA 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 Now Available!



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

**Utility Billing Department (630) 372-4233
Fax (630) 372-4215**