



**Village of East Dundee
120 Barrington Ave.
East Dundee, IL 60118**

No more late payments!

No more late fees!

No more checks!

No more postage!

Direct Pay is on our new payment service that makes it more convenient for you to pay your water payments to the Village of East Dundee. With today's hectic lifestyle, we were looking for a way to ease the burden of getting your payment to us. That's when we developed Direct Pay.

How does it work? Your payment is automatically taken from the account you authorize the bank to use, and the money is directly credited to your water account at the Village of East Dundee on the **due date**. You'll continue to receive a water bill for your records, but you won't have to respond. Direct Pay will do it for you. The Village of East Dundee is only authorized to receive the

amount of money that is due on your water billing statement. The **Direct Pay** system takes care of everything else.

If you don't like the service, you may cancel it with written notice to the Village 10 days prior to the due date of your water bill. All of this information is explained to you on the reverse side of this document.

So.....why wait? Get rid of the hassles of check writing and join the **Direct Pay** program! Simply fill in the form below, and mail it to the Village of East Dundee. Please call the Water Billing Division at (847)426-2822 if you have any questions regarding this new payment ser-

Please retain this copy for your record

Customer Name (as on bill)	
Water Account Number	
Service Address	
Mailing Address (if different)	
Daytime Phone Number	
Financial Institution Name	
Financial Institution Address	
Bank Transit Routing (ABA) Number	
Bank Phone Number	
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature	<input type="text"/> I agree to the terms on the back of this application

Return this application along with a voided check to the Village of East Dundee, or fax a copy to 847-426-2956

Customer Name (as on bill)	
Water Account Number	
Service Address	
Mailing Address (if different)	
Daytime Phone Number	
Financial Institution Name	
Financial Institution Address	
Bank Transit Routing (ABA) Number	
Bank Phone Number	
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature	<input type="text"/> I agree to the terms on the back of this application

Village of East Dundee Direct Pay

Initial Payment

Once your completed enrollment application is received it will undergo a “pre-notification” process where a test transaction (zero dollar) is created and use to verify the accuracy of account information provided. Should the pre-notification test fail (incorrect account number or transit routing number) you will be notified and asked to provide corrected information prior to beginning automatic payments. Each pre-notification test takes approximately 10 days to complete. You will know that automatic payments are scheduled to begin when your water bill indicates “DIRECT PAID.”

Stop Payments

Stop payments can be issued up to three days prior to your payment date. As with checks, you are responsible for any charges associated with the stop payment. You may be required to provide written confirmation of the stop payment to your financial institution.

Please contact the Village of East Dundee if you have requested a stop payment. Once you issue a stop payment, you still remain responsible for paying the bill on time and will be subject to penalties for late payment.

Record of Payment

Your monthly bank statement will indicate the amount and date of your automatic transfer. Retain this record as proof of payment for future reference regarding your billing. If a question arises regarding your transfer or if the amount differs from your bill, you must notify us and your financial institution within sixty days of the date of the questioned statement. Your financial institution will advise you of your rights concerning any errors.

Initial Payment

Once your completed enrollment application is received it will undergo a “pre-notification” process where a test transaction (zero dollar) is created and use to verify the accuracy of account information provided. Should the pre-notification test fail (incorrect account number or transit routing number) you will be notified and asked to provide corrected information prior to beginning automatic payments. Each pre-notification test takes approximately 10 days to complete. You will know that automatic payments are scheduled to begin when your water bill indicates “DIRECT PAID.”

Stop Payments

Stop payments can be issued up to three days prior to your payment date. As with checks, you are responsible for any charges associated with the stop payment. You may be required to provide written confirmation of the stop payment to your financial institution.

Please contact the Village of East Dundee if you have requested a stop payment. Once you issue a stop payment, you still remain responsible for paying the bill on time and will be subject to penalties for late payment.

Record of Payment

Your monthly bank statement will indicate the amount and date of your automatic transfer. Retain this record as proof of payment for future reference regarding your billing. If a question arises regarding your transfer or if the amount differs from your bill, you must notify us and your financial institution within sixty days of the date of the questioned statement. Your financial institution will advise you of your rights concerning any errors.

Availability of Funds

You are responsible for having enough money in the account you designated on your payment date. As with checks returned for non-sufficient funds, there is a \$25.00 NSF charge on all returned automatic payments for non-sufficient funds. Direct Pay must be canceled if two payments are returned within a 12-month period.

Payment Date

The predetermined amount will be transferred from your bank account on the due date. If this falls on a weekend or holiday, your account will be debited on following business day.

Termination

Your service will remain in effect unless we receive written notice from you 10 days prior to the due date of your water bill requesting that Direct Pay be discontinued, or until your service is terminated. Additionally, you must provide the same notice if you have closed your account.

Account/Address Change

Notify the Village of East Dundee of any account or address changes as soon as possible for uninterrupted billing.

Questions

If you have questions concerning this program, please contact the Water Billing Division at (847) 426-2822.

Availability of Funds

You are responsible for having enough money in the account you designated on your payment date. As with checks returned for non-sufficient funds, there is a \$25.00 NSF charge on all returned automatic payments for non-sufficient funds. Direct Pay must be canceled if two payments are returned within a 12-month period.

Payment Date

The predetermined amount will be transferred from your bank account on the due date. If this falls on a weekend or holiday, your account will be debited on following business day.

Termination

Your service will remain in effect unless we receive written notice from you 10 days prior to the due date of your water bill requesting that Direct Pay be discontinued, or until your service is terminated. Additionally, you must provide the same notice if you have closed your account.

Account/Address Change

Notify the Village of East Dundee of any account or address changes as soon as possible for uninterrupted billing.

Questions

If you have questions concerning this program, please contact the Water Billing Division at (847) 426-2822.