



VILLAGE OF LAKE IN THE HILLS DIRECT PAY AUTHORIZATION

No more late payments! No more checks! No more postage!

Direct Pay makes it more convenient for you to make your water payments to the Village of Lake in the Hills. Payments are automatically deducted from your checking or savings account, and credited to your water account on the bill's **due date**. Once enrolled, water bills will still be mailed to you indicating the amount that will be "**Direct Paid**" from your bank account. To enroll in **Direct Pay**, please complete the following information and return this form by mail to the Water Billing Division at 600 Harvest Gate, Lake in the Hills, IL 60156, by e-mail to finance@lith.org, or by fax to (847) 960-7415.

Customer Name (as on bill) _____

Water Account Number _____

Service Address _____

Daytime Phone Number _____

Financial Institution Name _____

Bank Transit Routing (ABA) Number _____

Bank Account Number _____

Type of Account (check one) Checking Savings

Authorized Signature _____

Please continue to make payments until your billing statement indicates that it is "DIRECT PAID."

Initial Payment

Once your completed enrollment application is received it will undergo a “pre-notification” process where a test transaction (zero dollars) is created and used 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. We run test transactions once every 30 days. If you are in the current bill cycle you will need to pay your water bill as it will not be direct paid. **Please continue to make payments by check until your billing statement indicates that it is “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 Lake in the Hills 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 rights concerning an error.

Availability of Funds

You are responsible for having sufficient funds in the account you designated on your payment date. As with returned checks, there is a \$25.00 returned item charge on all returned automatic payments for non-sufficient funds. Direct Pay may 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 the following business day.

Termination

Your service will remain in effect unless we receive written notice from you 10 business 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 notice if you have closed your account.

Account/Address Change

Notify the Village of Lake in the Hills of any account or address changes as soon as possible for uninterrupted billing.

Questions

If you have questions regarding this program, please contact the Water Billing Division at (847) 960-7400.