



# AutoPayment

The new way to pay your water bill

**What is AutoPayment?** Auto Payment allows you, as a Hoffman Estates resident or water utility customer, to arrange for the payment of your water bills through an automatic deduction from your bank account.

**How can I enroll?** Just complete the application below and return it along with the necessary documentation. For checking account debits, please include a voided check with this application.

**What happens when my application is accepted?** While the Village is processing your application, please continue to pay as you have in the past. You will know that your account has been set-up for Auto Payment when the bill you receive has the phrase "Auto Payment" on the portion of the bill that you would normally retain. The remittance portion of the bill will also have an acknowledgment of the automatic payment, with the term "Auto Payment" appearing on the statement.

**When would the bill be paid?** Your checking or savings account will be debited each month on the due date

shown on your bill. When you receive your water bill, please review it and if you have questions or need to review your bill with a water customer service representative, contact the Village at 847-843-4824.

**Are there any penalty fees?** If the Village is unable to debit your banking account due to insufficient funds, account closed, or other problems at the stated financial institution, the Village will assess you a \$35 fee. Additional fees may apply.

**How is service terminated?** Your service will remain in effect unless the Village receives written notice from you 10 business days prior to the end of the month or until your service is terminated. Additionally, you must provide the same notice if you have closed your account.

**How do I change my bank account numbers?** Notify the Village of Hoffman Estates if you change your bank and/or your bank account number. Failure to notify the Village of any changes could result in late payment of your water bill.

---

## AutoPayment Application

Last Name: \_\_\_\_\_ First Name & MI: \_\_\_\_\_

Service Address: \_\_\_\_\_

Billing Address (if different from Service Address): \_\_\_\_\_

Daytime Phone:(\_\_\_\_\_) \_\_\_\_\_ Water Service Account #: \_\_\_\_\_

Name of Bank: \_\_\_\_\_ Bank Routing #: \_\_\_\_\_

Account Type (circle):    Checking            Savings            Account #: \_\_\_\_\_

*I hereby authorize the Village of Hoffman Estates and the financial institution listed above to debit my account on the scheduled due date of the bill to pay for my water bill. Each payment will be the same as if it were personally signed and authorized by me. This authority is to remain in effect until the Village of Hoffman Estates has received written notification from me of the termination a minimum of 10 business days prior to the scheduled billing date. The Village of Hoffman Estates reserves the right to terminate this payment plan or my participation with written notification. I am responsible for paying my water bill to the Village of Hoffman Estates until my bill indicates that my direct debit payment program is established. My bill will note when the direct debit begins. I further understand that I will continue to receive a bill for my records.*

Authorized Signature: \_\_\_\_\_ Date \_\_\_\_\_



Mail your completed AutoPayment application to:  
Village of Hoffman Estates  
Water Billing Division  
1900 Hassell Road  
Hoffman Estates, IL 60169



Contact us with AutoPayment questions:  
Phone: 847-843-4824  
Fax: 847-843-4822  
[www.utility.billing@hoffmanestates.org](http://www.utility.billing@hoffmanestates.org)