



Get started!

How do I enroll?

To enroll, you must complete the Auto Pay Enrollment form and provide a voided check. Your completed form & voided check can be mailed or brought to the Fox River Grove Village Hall.

Village of Fox River Grove
305 Illinois Street
Fox River Grove, IL 60021

Questions?

If you have additional questions about Auto Pay, please contact the Village at village@foxrivergrove.org or call 847-639-3170. We hope everyone can take part in this great new program!

Presorted Standard
U.S. Postage
PAID
Permit No. 23
Fox River Grove
IL 60021

Village of Fox River Grove

305 Illinois Street, Fox River Grove, IL 60021



*** ECRWSS***
POSTAL PATROL LOCAL
FOX RIVER GROVE, ILLINOIS 60021

Sign up today: Water & Sewer **Auto Pay**

Fox River Grove now offers a great option to pay for your water & sewer bill through **Auto Pay**. With **Auto Pay**, you can have your water & sewer bill automatically withdrawn from your checking or savings account.

Why should I enroll?

SAVE TIME & MONEY: FOR YOU & THE VILLAGE

With **Auto Pay**, the Village does not need to spend time opening payment envelopes, entering payments in our system, or calculating deposits for the bank. This saves several hours a week. If you are someone who used to mail in your payment, you can save yourself the cost of a stamp too!

GO GREEN: REDUCE THE NEED FOR PAPER

The Village recycles hundreds of envelopes, slips of paper, and bill stubs each month from water bills. **Auto Pay** is a great paperless option that helps reduce our carbon footprint.

GET ORGANIZED: PAY YOUR BILL ON TIME

It's now easier than ever to pay your bill on time. When you receive your water bill, simply enter the payment amount in your checkbook and a deduction will automatically be withdrawn when it's due. No longer will you have to search for that pesky postcard in your stack of bills when it is time to pay it.





Frequently Asked Questions

How do I know if my enrollment form was received & processed?

Please allow **6-8 weeks** to process your application from the date it was received. You can determine if you are enrolled when you receive your water bill postcard in the mail. It will indicate "Auto Pay" near the due date if your enrollment has been processed.

When will a withdrawal be taken from my account?

Once your registration is complete, your re-occurring bill will be withdrawn from your account on the bill's due date. You will continue to receive your water bill postcard in the mail for filing purposes, but it will indicate "Auto Pay".

What if I do not see a withdrawal from my account when my bill is due?

If your water bill indicates "Auto Pay", please contact the Village Hall at village@foxrivergrove.org or 847-639-3170 with your name and water/sewer account number. If your bill does not indicate "Auto Pay" please be sure it has been 6-8 weeks from the day your enrollment form was received prior to contacting the Village.

What if I have insufficient funds in my bank account at the time of withdrawal?

The Village may notify you via e-mail and/or call you to notify you funds were unable to be withdrawn. You must then pay your bill using cash or check at the Village Hall. Even if adequate funds are available in your account after a withdrawal has been attempted, the Village must receive a cash or check payment.

In addition, you may receive a pink late bill from the Village with an additional charge for late payment. Your bank charges an additional fee to the Village that will get applied to your account.

To avoid these penalties, please ensure you have enough money in your bank account prior to your water bill due date.

How do I change my bank account information?

To change the bank account information on file for **Auto Pay** you must submit a new enrollment form. Please indicate on the form you are providing new account information.

How do I cancel Auto Pay?

To cancel **Auto Pay**, you must complete the Termination of Auto Pay section of the enrollment form. You can complete this section on your original form at the Village Hall or print a new form from the website: www.foxrivergrove.org/autopay. You must submit the form to cancel your account - cancellations may not be taken over the phone.



Auto Pay Enrollment Form

I hereby authorize the **Village of Fox River Grove** to initiate debit entries, and if necessary, credit entries/adjustments for any debit entries in error to my account indicated below for payment of **Bi-Monthly Water/ Sewer, Water Only, or Sewer Only Bills**, and the depository (bank/credit union) named below, to debit and/or credit the same to such account.

This authority is to remain in effect until the Village has received written notification from me of its termination, bank and/or account change, fifteen (15) days prior to the due date of a water/sewer bill, as to afford the Village and the bank a reasonable opportunity to act on it.

Name _____

Signed _____ Date _____

Water Bill Account # _____
(12 digits)

Address: _____

Phone: _____

Email: _____

Depository Name (Bank/Credit Union) _____

City _____ State _____ Zip _____

Account Type: *Checking* *Savings*

You must attach a voided check to this form.

Termination of Auto Pay

Effective Date _____ Signed _____

Must be fifteen (15) days prior to a water/sewer bill due date.