

# Welcome to Hainesville!

## The following is some helpful information:

- Garbage day is Wednesday (go to [Hainesville.org](http://Hainesville.org) for the Holiday schedule). You should bring your trash/recycling receptacles to the curb the evening prior. Trash/Recycling bins may not be stored in front of the home. If you have any issues with garbage, please call Advanced Disposal directly at 847-623-3870.
- A vehicle cannot be parked over the sidewalk. This is an Illinois statute.
- If your home has a sidewalk, it must be kept clear of snow and ice.
- There is no parking on Village streets between the hours of 2 a.m. and 6 a.m. If there is a need to park a vehicle on the street overnight, please call the police department at 847-223-2341.
- Grass and weeds must be kept mowed and cannot be over 8 inches in height.
- Utility bills are due on the 10<sup>th</sup> of the month. It is important that your bill be paid on time to avoid penalty charges or possible shut off of water service. Bills can be paid online, by direct debit, recurring credit card payment, or dropping it into the gray drop box on the northeast side of the Village Hall.
- If you are planning to **RENT** your home, an Occupancy Inspection from our office is needed. The fee is \$50 (payable in advance) per inspector visit. The Village will be starting YEARLY rental inspections soon.
- Please visit our website, [www.hainesville.org](http://www.hainesville.org) for important information such as our monthly newsletters and Village Ordinances.
- We are on Facebook!

# **SINGLE FAMILY HOMES ONLY**

The Village of Hainesville Utility Bills are due on the 10<sup>th</sup> of each month unless the 10<sup>th</sup> falls on a Friday, weekend, or a day when the Village is closed; payment is then due the following work day. It is the resident's responsibility to make sure that the bill is paid on time to avoid penalties and possible water shut off. The back of the utility bill explains due dates and penalties. To help residents not incur these penalties we offer many payment options; automatic debit payments, credit/debit card recurring payment opportunities as well as paying on our website.

## **DID YOU KNOW YOU CAN DO ALL OF THIS WITH YOUR VILLAGE UTILITY BILL?**

**RECEIVE YOUR UTILITY BILL VIA EMAIL (PAPERLESS)** – Help your Village and environment by saving time and money with the costs of paper, envelopes, cartridge ink, postage and staff time. Your bill is emailed the day it is produced. **FORM ATTACHED**

**SET UP AUTOMATIC DEBIT PAYMENTS** – You choose your account to take the payment from. A bill is produced and emailed/mailed so you know exactly how much will be deducted. Money is not taken out of your account until the due date! Avoid those penalties and sign up today! **FORM ATTACHED**

**HAVE ONLINE ACCESS TO REVIEW YOUR UTILITY ACCOUNT AND TO MAKE A PAYMENT** – Misplaced your bill? You can review your account online to see your balance and review your history. Your PIN number is required to access your account. The PIN is on the Upper Right Hand Side of your Utility Bill or call the office for the PIN. While reviewing your account you may make your payment at this time as well.

**SET UP CREDIT / DEBIT CARD RECURRING PAYMENTS** – This is the latest enhancement for payments. Our online payment processor, Point and Pay, now offers the option to set up a recurring electronic payment using a CREDIT or DEBIT CARD. Many residents have asked for this feature and it is now available! Set up your credit card account and earn those points! **INSTRUCTIONS ATTACHED**

# Village of Hainesville e-billing Authorization Agreement

 ELECTRONIC BILLING SAVE TREES 

Help your Village and the environment by saving time and money with the costs of paper, envelopes, cartridge ink, postage and staff time.  
Sign up for e-billing today!

The EPA reports that more than half of all mail is not recycled; it ends up in the trash or cluttering up your home. Electronic billing saves trees, eliminates waste that would otherwise end up in landfills, and reduces industrial water consumption and greenhouse gas emissions.

**Please return this completed form to the Village of Hainesville.  
You can do this via email: [kellyhensley@hainesville.org](mailto:kellyhensley@hainesville.org)  
Fax: 847-223-2274 or drop box.**

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Name on the Utility Bill (Please Print)

Water/Sewer Bill Account Number

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Service Address

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Email Address

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Phone Number

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Signature

Date

I/we understand that it is my/our responsibility to pay the utility bill each month and I/we agree to immediately notify the Village if my/our email address or other contact information changes.

To ensure your privacy and security, we use the strongest type of encryption used on the Web. Also, we will NEVER share your email address with ANYONE.

 ELECTRONIC BILLING SAVE TREES 

## **INSTRUCTIONS FOR**

### ***Credit card recurring utility bill payments now available on our website.***

The Village is pleased to announce an enhancement to the online payment service for your Village Utility Bill. Our online payment processor, Point and Pay, now offers the option to set up a recurring electronic payment using a CREDIT or DEBIT CARD. The Village continues to absorb all associated costs and hopes you will find this service convenient and easy to use.

In order to establish a recurring payment please use the access link below as well as the instructions that follow:

Access Link: <https://www.accessmygov.com/?uid=2468>

1. When you arrive at the site, please use the search tool to find your account
2. Log in with your PIN # found on your utility bill. If you need help finding your PIN # please call our office at 847-223-2032
3. Within the Customer Information area look in the AMOUNT DUE box, click on ENROLL IN RECURRING PAYMENTS
4. You will be re-directed to the Village of Hainesville Point and Pay Enrollment page
5. Select REGISTER and follow the prompts to create your password. This password will be used for you to access your account in the future. Close out the box
6. The Enroll Payments screen displays. Complete the form, click the continue button to review the information and submit
7. You are all set up for recurring payments

Should you have any questions please contact us at 847-223-2032. For program technical questions please contact Point and Pay Customer Service Department at 888-891-6064: Option 2.

# Village of Hainesville Automatic Debit Authorization Agreement

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\_\_\_\_\_  
Name on the Utility Bill (Please Print)

\_\_\_\_\_  
Water/Sewer Bill Account Number

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

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email Address

If you have a savings account, credit union or money market account, request your Routing Transit Number (RTN) and account number from the bank. Please pay from my/our:  Checking Account  Savings Account

\_\_\_\_\_  
Account Number

\_\_\_\_\_  
Routing Transit Number

\_\_\_\_\_  
Name of Financial Institution

By signing below, you authorize the Village of Hainesville to initiate Automatic Debits from your designated checking or savings account to make payments to your utility bill.

\_\_\_\_\_  
Name on Account (Please Print)

\_\_\_\_\_  
Name on Account (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Automatic Debit Commencement

Your automatic debit service will be operational and your required payment will be taken from the account you designated on the due date of your next bill. Your bill will indicate that it is being paid by auto-debit when this service is activated. Funds will be taken from the designated account on the due date listed on the monthly statement you receive. Payment due date is on the 10<sup>th</sup> of each month unless the 10<sup>th</sup> falls on a non-business day then the due date would be the next business day.

## Record of Payment

Your bank statement will indicate the amount and date of your automatic payment. Retain this record of proof of payment for future reference regarding your billing. If a question arises regarding your payment of the amount differs from your bill, you must notify us and your financial institution within sixty (60) days of the date of the questioned statement. Your financial institution will advise you of rights concerning the error.

## Availability of Funds

You are responsible for having enough money in the account you designated on the payment due date. You are responsible for any fees associated with non-sufficient funds. The Village of Hainesville charges \$25.00 for non-sufficient funds; your financial institution may also have a charge for non-sufficient funds. Automatic Debit authorization may be cancelled if two payments are returned in a 12 month period.

## Termination

Your services will remain active and in effect unless the Village of Hainesville receives 30 days written notice of cancellation. Every effort will be made to honor requests. In any event, upon written request automatic debit service will be cancelled as soon as possible.

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