

# HAINESVILLE NEWSLETTER

[WWW.HAINESVILLE.ORG](http://WWW.HAINESVILLE.ORG)

FEBRUARY 2022

## IMPORTANT NUMBERS

Village Hall 847-223-2032  
100 N. Hainesville Road  
Hainesville/Grayslake Police  
Emergency Calls 911  
Non-Emergency Calls 847-223-2341  
Waste Management 847-272-4145  
Round Lake Fire 847-546-6001

## VILLAGE BOARD MEETINGS

Our Village Board Meetings are held at 6:30 p.m. on the 4<sup>th</sup> Tuesday of each month. Our next meeting is Tuesday, February 22<sup>nd</sup>, 2022.

## POINT & PAY UPGRADE FOR CREDIT OR DEBIT CARD PAYMENTS

We are happy to announce that Point & Pay, the Village's 3<sup>rd</sup> party payment processor, has upgraded their software to allow for a more user-friendly system. For those residents that are currently set up with recurring utility bill payments, all information has been migrated over. Some of the new features allow easier changes to update credit card information, password resets and a streamlined new payment account set-up process.

If you haven't signed up to pay your utility bill automatically with your credit or debit card yet, go to our website at [www.hainesville.org](http://www.hainesville.org), select ONLINE PAYMENTS, use the UTILITY BILL CLICK HERE link to access your account to start the recurring payment set-up process. You will need your account PIN # which is located on your village utility bill. The Village accepts Visa, MasterCard and Discover and continues to absorb all fees associated with payments made online. Should you need assistance, please contact the Village Hall.

## HOLIDAY OBSERVED

The Village will be closed Monday, February 21<sup>st</sup> for Presidents' Day. Garbage pick-up for single family homes will not change due to this Holiday.

## PAPERLESS UTILITY BILLING

At the January 25<sup>th</sup> meeting, the Village Board decided to move to e-billing for our monthly utility billing process. This decision requires that residents fill out our **E-Billing Authorization Form**. This form may be found on our website, [www.hainesville.org](http://www.hainesville.org). Click the "Water & Utilities" button, scroll down to "Paperless Utility Billing," click "here," fill in the form and click "Submit." **If you choose not to go paperless, you will be charged \$5 per month to receive a paper bill.**

In the near future, the Village will be sending a letter to all of our Utility Customers explaining the new e-billing process. The letter will include, the last sign-up date, the program commencement date and a phone number to call if there are any questions or concerns. If a resident does not have an email address, they will be exempted from the fee. Other requests will be reviewed on a case by case basis by the Mayor.

## CHECKING OR SAVINGS ACCOUNT PAYMENTS

For those of you who have not yet done so, we strongly encourage you to sign up for our Automatic Debit payment option using a **checking or savings account**. Please fill out and return the enclosed Automatic Debit Authorization form to the Village. With Automatic Debit you will still receive a bill but it will be marked "Auto Draft-Do Not Pay".

## GARBAGE RATE INCREASE NOTIFICATION

The Village's waste hauler contract with Waste Management has a yearly CPI increase. The Village has not passed this increase onto its residents since 2017. At the January 25, 2022, Board meeting, the Mayor and Board of Trustees passed the ordinance to increase the garbage rate.

The rates listed below will be effective March 1, 2022, and they will reflect in your March utility bill.

Single Family:	Current Rate	New Rate
	\$20.20	\$21.00
Seniors 65+	\$18.20	\$18.90

# Village of Hainesville Automatic Debit Authorization Agreement

🌳🌳🌳 ELECTRONIC PAYMENTS SAVES TREES 🌳🌳🌳

\_\_\_\_\_  
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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