



# Welcome to Hainesville

[www.hainesville.org](http://www.hainesville.org)

## The following is some helpful information:

- Garbage pick-up is on Fridays. For holidays observed, pick-up will be on Saturdays. If a holiday falls on a week day, on or before your scheduled collection, service will be delayed by one day for the remainder of the holiday week. If the holiday falls on Sunday, it will be observed on Monday and service will be delayed one day, the entire week. The garbage schedule is available on the calendar on our website. Please have your containers at the curb by 6:30 am on Friday. Trash/recycling bins may not be stored in front of the home. **If you have any garbage issues (questions, missed pick-up, etc.), please call Groot directly at 847-693-2700 or send an email to [info@groot.com](mailto:info@groot.com).**
- A vehicle cannot be parked over the sidewalk. This is an Illinois statute.
- If your home has a sidewalk, it should 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 or you can go to our website to Request Overnight Parking from the Police Department.
- Grass and weeds must be kept mowed and cannot be over 8 inches in height.
- Utility bills are sent via email and are due on the 10th of the month. **If you haven't already, please fill out and return the attached E-Billing Authorization Agreement. If you choose to receive a paper bill, there will be a \$5.00 monthly charge added to your Utility Bill.** It is important that your bill be paid on time to avoid penalty charges or possible shut off water service. Bills can be paid on-line, by direct debit, recurring credit card payment, or dropping it into the gray drop box on the northeast side of the Village Hall. **To avoid possible late charges or shut off service, the Village encourages residents to sign up for direct debit. You will still receive a monthly bill, however, it will state "AUTO DRAFT-DO NOT PAY". The sign-up form is attached.**
- If you are planning to **RENT** out your home, an Occupancy Inspection from our office is needed. The fee is \$50 (payable in advance) **per inspector visit.**
- Please visit our website for important information such as our monthly newsletters, Village Ordinances, and monthly Board Meetings.
- Village Hall hours are Monday through Thursday 9:00 a.m. to 4:30 p.m.

# **SINGLE FAMILY HOMES ONLY**

The Village of Hainesville Utility Bills are due on the 10th of each month unless the 10th falls on a Friday, weekend, or a day when the Village is closed; payment is due the following business day. It is the responsibility of the resident to ensure that the bill is paid on time to avoid penalties and possible water shut-off. The Explanation of Charges explains the due dates and penalty charges. To help residents not incur these penalty charges, we offer various payment options; automatic debit payments, credit/debit card recurring payment opportunities, and online payments.

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

## **RECEIVE YOUR UTILITY BILL VIA EMAIL (PAPERLESS)**

Please fill out and return the attached e-billing authorization agreement. If you choose to receive a paper bill, there will be a \$5.00 monthly charge added to your Utility Bill. **FORM ATTACHED**

## **SET UP AUTOMATIC DEBIT PAYMENTS**

You select the account from where to make the payment. Your bill will always be sent via email or mailed, so you know exactly how much will be deducted. The funds are deducted from your account on 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 view your balance and review your history. Your PIN 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**

Our online payment processor, Point and Pay, offers the option to set up a recurring electronic payment using a CREDIT or DEBIT CARD. 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: [utilitybilling@hainesville.org](mailto:utilitybilling@hainesville.org)  
or drop box.**

---

Name on the Utility Bill (Please Print)

Water/Sewer Bill Account Number

---

Service Address

---

Email Address

---

Phone Number

---

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.

# 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.

 ELECTRONIC PAYMENTS SAVES TREES 



## ***Credit Card Recurring Utility Bill Payments***

### ***INSTRUCTIONS***

The Village is pleased to announce an enhancement to the online payment service for your Village Utility Bill. Our online payment processor, Point & 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.

To establish a recurring payment, please use the access link below, as well as the instructions that follow:

Access Link: <https://bsaonline.com/Account/LogOn?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 & 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 & Pay Customer Service Department at 888-891-6064: Option 2.

## EXPLANATION OF CHARGES

WA – Water  
GB – Garbage

FS – Fox Lake Sewer  
HS – Hainesville Sewer  
SF – Statement Fee

NS – North Shore Sewer  
EF – Excess Flow Surcharge

### BILLING SCHEDULE: (For illustration only and subject to change)

15 <sup>th</sup> of month	10 <sup>th</sup> of next month	11 <sup>th</sup> of month	30 <sup>th</sup> of month	8 <sup>th</sup> of next month
 Bill is mailed	 TOTAL AMOUNT DUE	 10% Late Charge Penalty assessed on current month's charges.	 Final Notice of Water Shut Off is mailed and a \$50 fee is assessed if past due amount is not paid.	 Water is shut off and a shut off penalty is assessed if past due amount and penalties are not paid
<p><b>10% LATE CHARGE PENALTY</b> A 10% late charge penalty is assessed on the unpaid current month's charges on the 11<sup>th</sup> of the month.</p>				
<p><b>FINAL NOTICE OF WATER SHUT OFF FEE (PAST DUE BALANCES)</b> If your Past Due Amount is not paid by the 30<sup>th</sup> of the month, a Final Notice will be mailed and a \$50.00 service fee will be added to your amount due.</p>				
<p><b>SHUT OFF PENALTY</b> If your Past Due Amount, penalties and fees are not paid within eight days of the Final Notice of Water Shut Off, a \$50.00 shut off penalty will be added to your amount due when personnel are dispatched to disconnect service. The shut off fee will increase by \$50.00 per occurrence during any calendar year not to exceed \$150.00. This fee, along with any previous balance, penalties and fees must be paid prior to resumption of service. Personal checks are NOT accepted after service is disconnected.</p> <p style="text-align: center;"><i>The Village of Hainesville must impose these additional fees to defray the cost for final notices and water shut-offs so that delinquent customers, and not all customers pay these costs.</i></p>				
<p><b>RETURNED CHECKS</b> A \$25.00 return check fee will apply to all returned checks. Return checks must be replaced with cash, certified check, money order or credit card within thirty days of the written demand letter date. After three return checks within any twelve month period, the Village of Hainesville will only accept payment in the form of cash, certified check, money order or credit card for a period of twelve consecutive months.</p>				
<p><b>STATEMENT FEE</b> A \$5.00 monthly charge for receiving a paper monthly statement. Sign up for E-Billing to have this charge waived.</p>				

### FOR QUESTIONS REGARDING YOUR BILL OR TO REQUEST A FINAL METER READING:

Please call the Utility Billing Department at: 847-223-2032, ext. 118

#### HOW TO PAY YOUR BILL

- 1) **AUTOMATIC DEBIT:** From your checking or savings account. This is a FREE service. The application is available at: [www.hainesville.org](http://www.hainesville.org) or phone the Utility Billing Department for the application.
- 2) **VILLAGE WEBSITE:** Can be set up to pay as a recurring payment or pay with a Visa®, Discover Card® or MasterCard® credit card at [www.hainesville.org](http://www.hainesville.org) through the Online Payment link.
- 3) **PAY BY MAIL:** Send payment to: Village of Hainesville, 100 North Hainesville Road, Hainesville, IL 60030-1057. Your bill is NOT considered paid until payment is received by the Village of Hainesville.
- 4) **DROP BOX:** Located outside the Village Hall on the North side of the building.
- 5) **PAY IN PERSON:** Village of Hainesville, 100 North Hainesville Road, Hainesville, IL 60030-1057.

Village of Hainesville office hours are:  
Monday - Thursday 9:00 a.m. – 4:30 p.m.  
Friday CLOSED

## 2024 Water and Sewer Rate Schedule (12/1/23)

### North Shore Sewer

#### **Deer Point Trails, Settlement, Sanctuary and Misty Hill**

Water 8,000 Gallons or less	(effective 5/1/18)	\$37.00
Each additional 1,000 Gallons	(effective 5/1/18)	\$4.62
Sewer per 1,000 Gallons	(effective 12/1/23)	\$6.844
Hainesville Sewer per 1,000 Gallons	(effective 5/01/22)	\$1.00

### Fox Lake Sewer

#### **Cranberry Lake, Cranberry Lake North & South Townhomes and Ryland Homes Union Square Townhomes**

Water 8,000 Gallons or less	(effective 5/1/18)	\$37.00
Each additional 1,000 Gallons	(effective 5/1/18)	\$4.62
Sewer per 1,000 Gallons	(effective 12/1/23)	\$3.98
Hainesville Sewer per 1,000 Gallons	(effective 5/1/22)	\$1.00
Excess Flow Surcharge		\$1.50

#### **Garbage rates: (only for single family homes)**

Garbage Rate-Monthly	(effective date 3/01/22)	\$21.00
Senior Rate	(effective 3/01/22)	\$18.90

Yard Waste collection starts April 1<sup>st</sup> and ends Nov 29<sup>th</sup>

#### **Late Penalties for utility bills**

10% of the past month's current bill amount

#### **Notes:**

- Garbage fee is for the current billing month. Example – if billing date is April 15<sup>th</sup>, garbage service month being billed is April. Townhomes should contact their Association Management Company.
- Water and sewer billing is for the previous month's usage. Meters are read at the end of each month. Example – if billing date is April 15<sup>th</sup>, Water and Sewer service month being billed is March.
- Townhome Association Management Company is billed directly for water and sewer.
- Summer sewer credits (single family homes only) is for water used during the month's of June, July, August & September. **Credits will affect July, August, September & October water billing.** The discount assumes that a portion of your summer water usage is not returned as sewage (lawn sprinkling, for example.) Your summer sewer charges are based on your average October through May usage.

## LIST OF PROJECTS REQUIRING PERMITS

Below is a list of projects that require a permit. This list is NOT all inclusive; please call the Village Hall if you have any questions.

Please note that work cannot be started until a permit is paid for and displayed. It is the resident's responsibility to make sure that a permit is applied for in our Village. Work begun and/or completed without a permit will be fined. Also, if during an Occupancy Inspection (inspections required when selling or renting a home), it is found that work has been done without a permit, the resident will need to go through the permitting process and pay the permit fee plus a penalty.

Air conditioner  
Alarm System  
Basement - Finished  
Deck/Patio  
Demolition (Garage or House)  
Dog Run  
Driveway (Residential, Commercial)  
Electric Service Update or Enlarge  
Fence – repair or new  
Fireplace  
Garage  
Garage Headers  
General House Repairs (Including Carpentry, Elec., Plumb. & HVAC)  
Generators (Residential, Commercial)  
Grease Collector (for businesses)  
HVAC Repairs or Additions  
Plumbing Repairs or Additions  
Pool/Hot Tubs/Spa/Fountains  
Roof (Drip edge is required at all eaves and gables IRC R905.2.8.5)  
Screened Porch/Gazebo  
Sewer and Water Line Repair (Residential, Commercial)  
Shed  
Siding                    No permit needed for soffit, fascia or gutters  
Signage (Non-Electric, Electric)  
Solar Systems  
Sprinkler System – Lawn (no 2<sup>nd</sup> water meter needed; need RPZ backflow preventer)  
Sunroom/Four Seasons Room  
Water Heater  
Windows/Doors (when design is changed)