



# AUTO PAY Application

For automatic payment of your monthly Water/Sewer Bill

## Village of Carol Stream

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The Village's AUTO PAY program automatically deducts the amount of your monthly water/sewer bill on the day before the bill due date via ACH debit from your designated checking account. You will continue to receive a monthly water/sewer bill in the mail showing your bill information and amount due for your records. Set-up of AUTO PAY generally takes one to two billing cycles. You will know that AUTO PAY has taken effect when you see the words "**STREAM LINE PAID**" next to the AMOUNT PAID on your bill. This is the most convenient way of paying your monthly bill as it does not require any action on your part (other than ensuring you have sufficient funds in your account to pay your bill on the day before the bill due date). Save time and avoid late fees - **SIGN UP TODAY!**

Customer Name (as it appears on your bill) \_\_\_\_\_

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

Mailing Address (if different from above) \_\_\_\_\_

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

Contact email Address \_\_\_\_\_

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

9 Digit Bank Routing Number

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

**Attach a voided copy of a check to this application. Return application in-person, by mail to 500 N. Gary Avenue, Carol Stream IL 60188, deposit in Municipal Payment Box or scan and email to [estream@carolstream.org](mailto:estream@carolstream.org)**

The undersigned authorizes the Village to process debit transactions against the above account and agrees to terms and conditions on the following page.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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### AUTO PAY TERMS, CONDITIONS AND GENERAL INFORMATION

#### **Our AUTO PAY Guarantee**

Once you have successfully enrolled in AUTO PAY, as long as you have sufficient funds in your designated bank account to cover the balance due on your water/sewer account on the day before the bill due date each month, you will **NEVER**:

- Be charged a 10% late penalty.
- Receive a service disconnection notice (\$15 administrative fee).
- Have your water service disconnected (\$50 administrative fee).

**Initial Payment** – Depending on when you submit your enrollment application, it will take 1 to 2 monthly billing cycles to begin AUTO PAY. You will know when AUTO PAY has begun when you see “**STREAM LINE PAID**” in the AMOUNT PAID area of your monthly bill. If you do not see this on your bill, you are responsible for paying your bill by other means (in-person, via mail or municipal drop box) until AUTO PAY is activated. We will contact you if we cannot successfully test the account information you provided with your bank.

**Availability of Funds** – You are responsible for having adequate funds in your account on the day before the bill due date to cover the amount due on each monthly bill. All rejected ACH transactions due to non-sufficient funds (NSF) or closed accounts carry a \$25 processing fee that will be added to your account. Rejected payments for these reasons may also subject your account to late fees, and if not resolved in a timely manner, place your service in jeopardy of disconnection.

**Payment Date** – The amount of your monthly bill will be debited from your designated account on the day before the bill due date, generally the 19<sup>th</sup> of each month. If the 19<sup>th</sup> falls on a weekend or Village/bank holiday, the payment will be debited on the following business day.

**Termination of AUTO PAY** – The AUTO PAY system will remain in effect until you instruct us otherwise. If you wish to discontinue AUTO PAY, we must receive written notice from you no later than the 10<sup>th</sup> of the month to cancel the ACH debit scheduled for your current month’s bill. You may terminate participation by sending an email with your name, service address, account number and termination request to [estream@carolstream.org](mailto:estream@carolstream.org). Use this procedure if you have closed your bank account or it has otherwise been suspended. If you wish to continue AUTO PAY on a new bank account, you must re-enroll.

The Village reserves the right to involuntarily terminate participation of any enrolled AUTO PAY customer if there are frequent instances of rejected ACH debits due to non-sufficient funds. The Village will provide notice to the customer in these instances.