



Village of Richmond

UTILITY BILL DIRECT PAY AUTHORIZATION

Direct Pay makes it more convenient for you to make your water payments to the Village of Richmond. Payments will be automatically deducted from your checking or savings account and credited to your water account on the bill's **due date**. To enroll in **Direct Pay**, please complete this application and return it **with a voided check attached** by mail to Village of Richmond at 5600 Hunter Drive, Richmond, IL 60071, in person to Village Hall/Front drop-box or by E-Mail to financeclerk@richmond-il.com.



FREE TO USE!



NO POSTAGE!



AVOID LATE FEES!



SAVE TIME!

Customer Name (same as account)

Utility Account Number

Service Address

Phone

E-Mail Address (If choosing to enroll in **E-BILLING**)

Financial Institution Name

Routing (ABA) Number

Checking

Savings

Type of Account (Please circle)

Authorized Signature

Sign me up for the Village E-Newsletter for important updates!

IMPORTANT INFORMATION!

INITIAL ACCOUNT SET UP

Once you complete enrollment it will undergo a “pre-notification” process where a test transaction of ZERO dollars is created and used to verify the accuracy of account information provided. Should the pre-notification test fail (incorrect account number or transit routing number) you will be notified and asked to correct the information.

A bill for the initial quarter will be printed/emailed to you and your account will change from “Pre-Note” to “Draft”. You will be fully enrolled in Direct Pay for the following quarter.

STOP PAYMENTS

Stop payments can be issued up to three days prior to your payment date. As with checks, you are responsible for any charges associated with the stop payment. You may be required to provide written confirmation of the stop payment to your financial institution.

Please contact us if you have requested a stop payment so we can adjust billing. You will still be responsible for **paying the bill on its due date** and will be subject to penalties if payment is not received.

RECORD OF PAYMENT

Your monthly bank statement will indicate the amount and date of your automatic transfer. Please retain these records as proof of payment should any disputes arise. If you have any questions about a transfer amount or if the amount transfer is different than your billed amount, please notify us immediately and your financial institution within 60 days.

AVAILABILITY OF FUNDS

You are responsible for having sufficient funds in the account you designated on your payment date. If you must change the bank account that is associated with Direct Pay, please notify us as soon as possible and no less than 5 business days before the bill due date. As with returned checks, there is a \$25.00 returned item charge for non-sufficient funds. Direct pay may be canceled if two payments are returned within a 12 month period.

PAYMENT DATE

The predetermined amount will be transferred from your bank on the **due date**.

TERMINATION

Your service will remain in effect unless we receive written notice from you 10 days prior to the due date of your water bill specifically requesting Direct Pay be discontinued.

QUESTIONS

If you have questions regarding this program, please don't hesitate to contact the water billing department at 815-678-4040. We are excited to offer this program to residents in our hope of making utility billing as easy and efficient as possible!