

**No more postage!**

# Say YES to "Stream"- Line Pay

**No more checks!**

**No more late payments!**

**No more late fees!**

"Stream"- Line Pay is our payment service that makes it more convenient for you to pay your monthly water and sewer payments to the Village of Carol Stream. With today's hectic lifestyle, we were looking for a way to ease the burden of getting your monthly payment to us. That's when we discovered "Stream"- Line Pay.

How does it work? Your monthly payment is automatically taken from the account you authorize the bank to use, and the money is directly credited to your water and sewer account at the Village of Carol Stream on the **19th** of each month. You'll continue to receive a statement for your records, but you won't have to respond. "Stream"- Line Pay will do it for you.

The Village of Carol Stream is authorized only to receive the amount of money that is due on your monthly water and sewer billing statement. The "Stream"- Line Pay system takes care of everything else.

If you don't like the service, you can cancel it by sending a written notice to the Village of Carol Stream by the 10<sup>th</sup> of the month. All of this information is explained to you on the reverse side of this document.

So . . . why wait? Get rid of the hassles of check-writing and join the "Stream"- Line Pay program! Simply fill in the form below, and mail it to the Village of Carol Stream. If you have any questions, please call the Finance Department at (630) 871-6222.

### Please retain this copy for your record

Customer Name (as on bill)	
Service Address	
Mailing Address (if different)	
	(Street/City/State/Zip Code)
Daytime Phone Number	( ) -
Financial Institution Name	
Institution Address	
	(Street/City/State/Zip Code)
Bank Transit Routing (ABA) Number	
Bank Phone Number	( ) -
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature	
I agree to the terms on the back of this application	

**Return this application along with a voided check to the Village of Carol Stream in the enclosed envelope, or fax a copy of these items to (630) 665-7058.**

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	(Street/City/State/Zip Code)
Daytime Phone Number	( ) -
Financial Institution Name	
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Bank Transit Routing (ABA) Number	
Bank Phone Number	( ) -
<input type="checkbox"/> Checking <input type="checkbox"/> Savings Account No.	
Authorized Signature	
I agree to the terms on the back of this application	

## Say YES to “Stream”- Line Pay

### Initial Payment

Once your completed enrollment application is received, it will be processed for the next billing cycle. When your monthly bill indicates “\*\*Streamline paid\*\*”, you will know that automatic payments have begun. If it doesn’t indicate “Streamline paid”, you must make payment by other means. Should the first transaction fail (incorrect account number or transit routing number) you will be notified and asked to provide corrected information prior to the next billing cycle.

### 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 confirmations of the stop payment to your financial institution.

Please contact the Village of Carol Stream if you have requested a stop payment. Once you issue a stop payment, you still remain responsible for paying the bill on time and are now subject to penalties for late payment.

### Record of Payment

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

### Availability of Funds

You are responsible for having enough money in the account you designated on your payment date. As with checks returned for non-sufficient funds, there is a \$25.00

NSF charge on all returned automatic payments for non-sufficient funds. “Stream”- Line 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 account on the **19th** of the month. If the **19th** falls on a weekend or holiday, your account will be debited on the following business day.

### Termination

Your service will remain in effect unless we receive written notice from you by the 10<sup>th</sup> of the month. Additionally, you must provide the same notice if you have closed your account.

### Account/Address Change

Notify the Village of Carol Stream of any account or address changes as soon as possible for uninterrupted billing.

### Questions

If you have questions concerning this program, please contact the Finance Department at (630)871-6222.

### Direct Debit available on e-“Stream”

The Village of Carol Stream is proud to announce the release of e“STREAM” online utility bill payment services. Now you can pay your utility bill from the convenience of your home, 24/7, and it is free! The e “STREAM” service is easy to use, secure and offers the ultimate in bill payment flexibility- MasterCard, Visa, American Express and “Stream”-line Pay (Direct Debit) are accepted. Additional e “STREAM” features include the ability to receive your water bill via e-mail, review your billing history and e-mail questions to a billing clerk.

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