



Wheeling Direct Pay

Wheeling Direct Pay is our payment service that makes it more convenient for residents to make utility bill payments to the Village of Wheeling.

How to apply?

Fill out this form, print it and submit with your voided check to the Village of Wheeling. The form and check can be mailed, emailed, faxed, dropped off at the front desk at Village Hall or in our drop box outside of the building. If you have any questions, please call the Water Department at (847) 459-2607 or email the address below.

Mail forms to: Water Department at 2 Community Blvd, Wheeling, IL 60090

Email forms to: Waterbilling@wheelingil.gov

Fax forms to: (847) 459-9692

How does it work?

It takes up to two billing periods from the date the application is submitted for automatic payment to apply. Your payment is automatically taken from the account you authorize the bank to use. The payment is directly credited to your utility account at the Village of Wheeling on the due date. You will continue to receive a statement for your records. Your statement will read, "Wheeling Direct Paid." Please read the back of the form for additional information and example of bill with Wheeling Direct Paid applied.

Please fill out the information below

Customer Name:	
Service Address:	
Mailing address (if different):	
Daytime Phone #:	() -
Name of Financial Institution:	
Institution Address:	
Bank Transit Routing (ABA) #:	
Account #:	

Checking: Savings:

I agree to the terms of this application by signing and dating below:

 Authorized Signature

 Date Submitted

Initial Payment

Once your completed application is received it will undergo a pre-notification process where a test transaction (zero dollars) is created and used to verify the accuracy of account information provided. Should the pre-notification tests fail (incorrect account number or transit routing number) you will be notified and asked to provide corrected information prior to beginning automatic payments. Each pre-notification test takes approximately 10 days to complete. You will know that automatic payments are scheduled to begin when your monthly bill states that your balance is, "Wheeling Direct Paid." Please continue to make payments until your billing statement indicates, Wheeling Direct Paid."

Stop Payments

Stop payments can be issued up to five business 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.

Record of Payment

Your monthly bank statement will indicate the amount and the 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 your rights concerning an error.

Availability of Funds

You are responsible for having enough money in the account you designated when the Village debits your account. There is a \$25.00 charge on all returned automatic payments for non-sufficient funds. Automatic payment may be canceled by the Village if two payments are returned within a 12 month period.

Payment Date

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

Termination/Account Closure

Your service will remain in effect unless we receive written notice from you 10 days prior to the next scheduled billing date or until your service is terminated. Additionally, you must provide the same notice if you have closed your account.

Account/Address Change

Notify the Village of Wheeling of any account or address changes as soon as possible for uninterrupted billing. A new application must be filled out if a different account will be used to automatically pay.

Example of Wheeling Direct Paid Bill

A 10% LATE PENALTY WILL BE ADDED TO CURRENT CHARGES IF PAYMENT IN FULL IS NOT RECEIVED BY DUE DATE.	
RETURN BOTTOM PORTION WITH CHECK PAYABLE TO VILLAGE OF WHEELING AND MAIL IN ENCLOSED ENVELOPE.	
Payment Coupon	ACCOUNT: 000000000000
	
	AMOUNT DUE BY
	WHEELING DIRECT PAID \$28.48
	AMOUNT ENCLOSED DIRECT PAID
WHEELING, IL 60090-5022	VILLAGE OF WHEELING PO BOX 4898 CHICAGO, IL 60680-4898
28-124-03	