

Village of Fox River Grove

Online Payment Terms and Conditions

Program Qualifications and Restrictions

Residential and commercial customers are permitted to utilize Village of Fox River Grove's online payment system if they have an active water / sewer account with the Village*.

**Lake Barrington customers are not eligible to use the system at this time.*

Responsibility for Payment of Water and Sewer Service Charges

Payments made Monday through Friday before 4:30 p.m. Central Time will post to your account the same day. Payments made after 4:30 p.m., or on weekends or holidays, will post to your account on the next business day (business days are Monday through Friday, except for banking holidays). Please ensure that your payment is made prior to 4:30 p.m. on or before the due date of the bill.

The owner, occupant, and / or user of water and / or sewer services are jointly and severally liable for making payment on all balance(s) due prior to the due date, regardless of whether or not a bill is received. If payment is not received prior to the due date, the owner, occupant, and / or user of water and / or sewer services are jointly and severally liable for any / all late fees assessed to the account. In order to verify whether or not a balance is due to the Village, a customer may verify via the online payment portal, or by calling the Village at 847-639-3170.

Village of Fox River Grove shall not be liable for any inability to access the online payment portal, or for the failure to update any information, for whatever reason.

If you receive a shutoff notice, the total balance shown on the notice must be paid before the time and date shown on the notice. If payment is received after the time and date shown on the notice, your service will be disconnected. In the event your service is disconnected, you must pay the entire balance due to the Village, including a reconnection fee, as well as all accrued penalties / interest. An additional fee will be assessed if the reconnection is after 3 pm on a weekday, anytime on a weekend, or anytime on a holiday.

Liability for Returned Payments

In the event your online payment is not processed or authorized by your credit card company or financial institution, your liability for timely payment of your utility bill to the Village of Fox River Grove will not change. Failure to pay your utility bill on time will subject you to late charges and/or termination of utility service in accordance with the Village policies. The Village does not accept liability for a payment that is not processed, refused, or declined by the credit card supplier. You must verify that a payment is processed.

In case of disputes or questions about your online payment or auto pay transaction, contact Village at 847-639-3170.

Methods of Payment

The Village of Fox River Grove accepts payments via check, cash, Visa, Mastercard, Discover or ACH from a checking account. Payment may be made in person at Village Hall, placed in the 24-hour drop box outside Village Hall, or via the online payment portal.

Charges

Village of Fox River Grove does not assess a convenience fee at this time for credit card transactions under \$1,000** at this time, but reserves the right to do so in the future.

For each transaction, in addition to the charge you have authorized, your credit card issuer and / or network may assess their customary transaction or handling charge, if any.

If a charge is declined or reversed by the credit card issuer or network, you agree to reimburse the Village of Fox River Grove a service charge and to reimburse it for any / all reasonable costs of collection. Your credit card issuer may also assess its customary charge for such transaction.

***A 4% transaction fee will be added to all credit card payments received in a single bill cycle if the total of all payments exceeds \$1,000.00. The transaction fee will be added to a future bill cycle and not at the time of the credit card transaction(s).*

Credit Card Usage

By entering your credit card information:

- You represent that you are an authorized user of the credit card and that the associated information entered (account holder name, account number, billing address, etc.) is accurate.
- You authorize Village of Fox River Grove (or the Village's contracted third party payment processing company) to charge the amount you have requested to your credit card.
- You are confirming that you accept these Terms and Conditions (and any future modifications thereof) and agree that by scheduling or completing a payment via Online Payment, you authorize your financial institution and Village of Fox River Grove initiate debit(s), credit(s) or correction entries for such payments. You certify that you have all necessary rights, power and authority to authorize each such payment.

Hold Harmless

As additional consideration, the sufficiency of which is hereby acknowledged, for the ability to utilize the online payment portal, you hereby agree to hold the Village of Fox River Grove, its elected officials, employees and agents harmless and hereby release the Village of Fox River Grove, its elected officials, employees and agents from any and all causes of action, damages and/or claims related to or arising out of your use of the online payment portal.

Termination

Participation in the online payment portal is completely optional. Village of Fox River Grove reserves the right to suspend or discontinue accepting online payments at any time, for any reason without prior notice. Village of Fox River Grove will attempt to provide you with prior notice of suspension or termination of the online payment portal, but Village of Fox River Grove will not be liable for any failure to do so. Neither termination nor discontinuation of the online payment portal shall affect your liability for transactions initiated through this service. Village of Fox River Grove reserves the right to change any terms and conditions of the online payment portal at any time. Your use of the online payment portal after any changes in such terms and conditions shall constitute your consent to such changes. You agree that Village of Fox River Grove shall not be liable to you or to any third party for any modification, suspension or discontinuance of online payments.

Auto Pay (Recurring Payments) Authorization

By selecting the recurring payments feature, I authorize the Village of Fox River Grove to initiate debit entries to my checking account or credit / debit card indicated above. I understand that automatic payment of my account balance will be made on the bill's due date and will take effect at the beginning of the next billing cycle. However, if a bill has already been rendered before my authorization form is received, I acknowledge that I am responsible for the payment of this bill. This authority is to remain in full force and effect until I revoke the agreement by written notification to the Village in such time and manner to afford a reasonable opportunity to act upon the notice. I understand that both the Village and the financial institution referenced above reserve the right to terminate this agreement or my participation therein.