

FREQUENTLY ASKED QUESTIONS

1. What are my payments options?

Mail payments to: Village of Shiloh - Sewer Billing - 1 Park Drive - Shiloh, IL 62269; Pay online with credit or debit card (*fees apply*) ; Sign up to have your sewer bill paid automatically each month ; Pay by phone (*credit or debit cards only*) ; Drop payments off at the Shiloh Municipal Building: 1 Park Drive - Shiloh (you may come in or use the sewer payment drop box located on the west side of the building near the mailbox. Office Hours are Monday - Friday from 8 am to 4 pm.

2. Can I pay my sewer bill with a credit card?

Yes. However, there is a convenience fee of \$1.75 on payments up to \$50. Anything over \$50 will be assessed a 3.5% fee.

3. How can I set up for automatic payments?

Fill out the form, sign it and include a canceled check or account verification letter. You may submit requested documentation by mail, email or fax.

4. When are payments due and when will the Village of Shiloh pull payments from my account?

Payments are due the 18th of each month with late fees assessed after the 18th. Direct payments are pulled on the 18th of each month unless the 18th falls on a Saturday, Sunday or holiday. Those payments will be pulled on the next business day.

5. How can I contact the sewer department?

Mail: 1 Park Drive, Shiloh IL 62269
Email: sewerbilling@shilohil.org
Fax: (618) 551-4941
Phone: (618) 632-1022 option #6

6. Why can't I see my bill online?

Our current system does not allow customers to view their bills online at this time. However, we are working to make this option available in the future. For the convenience of our customers, E-billing and automatic payment options are offered at no extra cost.