

# FREQUENTLY ASKED QUESTIONS

## 1. How can I set up for automatic payments?

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

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

Payments are due the 10<sup>th</sup> of each month with late fees assessed after the 18<sup>th</sup>. Direct payments are pulled on the 10<sup>th</sup> of each month unless the 10<sup>th</sup> falls on a Saturday, Sunday or holiday. Those payments will be pulled on the next business day.

## 3. 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.

## 4. How can I contact the sewer department?

Mail: 1 Park Drive, Shiloh IL 62269

Email: [sewerbilling@shiloh.org](mailto:sewerbilling@shiloh.org)

Fax: (618) 551-4941

Phone: (618) 632-1022 option #3

## 5. 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.