Step 1 - On Village Website Click on How Do I > Pay For > Water & Sewer Bill

Step 2 – Enter your property information & access your account

Searching “by Address” is typically the easiest. Enter your address and click search.
Step 2a – Select the correct address (you should see your name listed in the row)

Simply click on the address with your cursor
Step 2b – Enter your Account PIN (in the top right hand corner of your utility bill)

Simply click on the address with your cursor
Step 2c – Select Recurring Payments

Simply click on “sign up for recurring utility bill payments” button

When you click this button, you will go to our third party provider “Point and Pay”
Step 3 – Create a Point & Pay Account

Click on “register” button

You will get an email from Point & Pay that states that you are registered. **We suggest that you hold on to this email as this will provide you with direct access to your account in the future.**

**NOTE:** the system says you will be charged a fee; however, **NO FEE** will be charged for this service. **[As long as the charge is less than $3,000]**
Step 3b – Set Up the AutoPay / Automatic Payments

After you set up the information below, click “Add Item”, then “continue”

Push the button for “payment plan”

Choose the number of days you want the payment to pull from the account (can choose between 0 and 30 days)

When do you want to start the payment plan? (we suggest doing this at least 7 days prior to when you are “pulling” the payment from the account)

When do you want to stop the payment plan?
Step 3c – Set Up the AutoPay / Automatic Payments

- Click “Continue”

- If all the information is accurate, finish through the prompts of the software.

- Once you have confirmed your payment plan, you will get a confirmation email with the payment plan information. **We suggest that you keep this for your records.**

[Village of Bannockburn Staff cannot access any information within point & pay.]
Step 4 – You are now set up for the recurring payment plan

Common Questions:

Will I still get a paper bill from the Village?
Yes, you will still get your bills mailed every quarter to your address, unless you request emailed billing from the Village of Bannockburn Staff.

Will Point & Pay send me a reminder email about the upcoming payment?
Yes, Point & Pay sends an email reminder to your email address. As we understand the system, it will send you an email 3 days prior to the payment being pulled from your credit card.

How do I know if my payment made it through?
Point & Pay will send an email to the email address on your account which states that a payment was made. Please make sure to keep this for your records.

Can I use Point & Pay to set up recurring payments from my checking account?
No, the Point & Pay system is not set up for checking account payments. If you want to sign up for that service, please submit the ACH Automatic Bill Pay application to Village of Bannockburn Staff. [https://bannockburn.org/wp-content/uploads/2014/05/Utility-Billing-Automatic-Payment-On-Line-7-20-18.pdf]

My credit card that I use to pay my utility bill has changed, what do I do?
No problem. Just log in to the Point & Pay account, find the old credit card number and replace it with the new one.

Can cancel the recurring payments?
Yes, you can cancel at any time. However, remember that if you cancel prior to payment being made on the account (and you didn’t make a separate on-time payment to the Village), you will be responsible for any late fees that occurred.

If you have any problems that cannot be handled by Point & Pay, please contact Village Hall at 847-945-6080.