

# **Wheaton Self Service**

## **Utility Billing**

## WHEATON Self Service

Wheaton Self Service allows users to pay City invoices from the convenience of any computer connected to the internet. With respect to Utility Billing this reliable and secure service will enable users to:

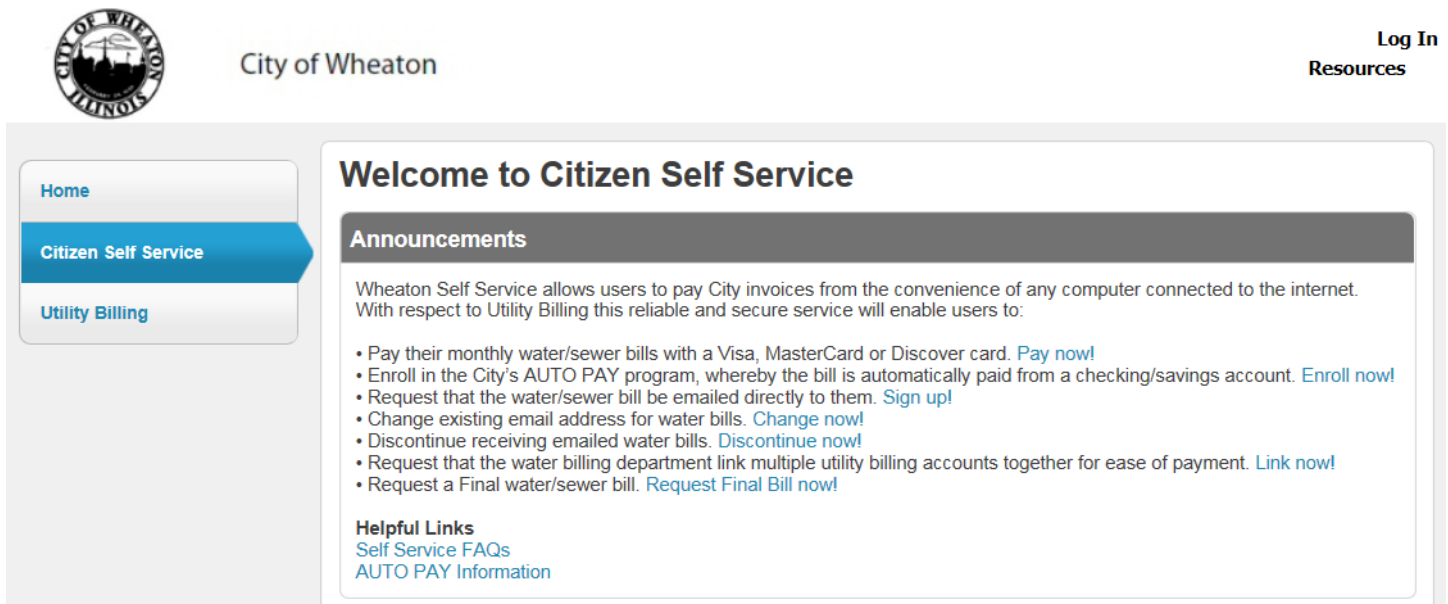
- Pay their monthly water/sewer bills with a Visa, MasterCard or Discover card.
- Enroll in the City's AUTO PAY program, whereby the bill is automatically paid from a checking or savings account.
- Request that the water/sewer bill be emailed directly to them.
- Change existing email address for water bills.
- Discontinue receiving emailed water bills.
- Request that the water billing department link multiple utility billing accounts together for ease of payment.

WHEATON Self Service can be accessed by going to the City web site, [www.wheaton.il.us](http://www.wheaton.il.us) and clicking on the "WSS" button, located in the upper right-hand corner of the screen or go directly to the site at <https://cityofwheaton.org>.

### Pay water/sewer bills

To access water/sewer account information and make online payments follow the process below.

1. On the Citizen Self Service home page click the Utility Billing tab on the left or click the [Pay Now!](#) Link to view your water billing account.



The screenshot shows the City of Wheaton Citizen Self Service website. At the top left is the City of Wheaton logo and name. At the top right are links for 'Log In' and 'Resources'. On the left side, there is a navigation menu with three tabs: 'Home', 'Citizen Self Service' (which is highlighted with a blue arrow), and 'Utility Billing'. The main content area is titled 'Welcome to Citizen Self Service' and contains an 'Announcements' section. The announcement text reads: 'Wheaton Self Service allows users to pay City invoices from the convenience of any computer connected to the internet. With respect to Utility Billing this reliable and secure service will enable users to:'. Below this text is a bulleted list of services with corresponding links: 'Pay their monthly water/sewer bills with a Visa, MasterCard or Discover card. [Pay now!](#)', 'Enroll in the City's AUTO PAY program, whereby the bill is automatically paid from a checking/savings account. [Enroll now!](#)', 'Request that the water/sewer bill be emailed directly to them. [Sign up!](#)', 'Change existing email address for water bills. [Change now!](#)', 'Discontinue receiving emailed water bills. [Discontinue now!](#)', 'Request that the water billing department link multiple utility billing accounts together for ease of payment. [Link now!](#)', and 'Request a Final water/sewer bill. [Request Final Bill now!](#)'. Below the list is a 'Helpful Links' section with two links: 'Self Service FAQs' and 'AUTO PAY Information'.

2. On the Utility Billing screen, enter the Account Number and Customer ID exactly as they appear on your Water/Sewer Bill. Please note that the Customer ID is the same as the Customer Number. Once entered click the Search button.



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[Service Requests](#)

[Contact Us](#)

## Utility Billing

To access your Water Bill, enter your Account Number and Customer Number exactly as printed on your Water Bill. Be sure to include all leading 0's. **Need Help?** [Click to see a Sample Water Bill](#)

To save your account numbers to your computer, check the Remember these values box.

Account Number\*

Customer ID \*

Remember these values  
(not recommended on public or shared devices)

3. Once on the Utility Billing Search Results screen click the [Manage Bills](#) link.

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[Service Requests](#)

[Contact Us](#)

[Search Results](#)

[New Search](#)

## Utility Billing

### Search Results

[Modify Search](#) | [New Search](#)

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
CITY OF WHEATON	1 LIBERTY	0000050200	100006	0517408002	<a href="#">Manage Bills</a>

4. The Utility Billing Manage Bills screen displays all unpaid bills. In addition you are able to review the previous 14 months of bills by clicking on the [Show Past Bills](#) drop down box. You can view the details of the outstanding bill(s) or previous bills by clicking [Bill Details](#).

To select the unpaid bill(s) you want to pay check the box next to the bill and click the Add to Cart button.

# Utility Billing

## Manage Bills

[Sign up for Automatic Payments](#) | [Account Summary](#)

Service Address	1413 GROTON LN
Account Number	0754370000
As of	<input type="text" value="10/12/2015"/>

### Outstanding Bills

[Show Past Bills](#) ▼

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	183883	8/15/2015	9/9/2015	\$63.29	\$63.29	<a href="#">Bill Details</a>
					<b>Total Due:</b>	<b>\$63.29</b>

**Add to Cart**

select bills you would like to pay now, then click "Add to Cart"

- Once you add a bill to the cart a My Cart button will appear in the right corner of the screen. A number will appear in parenthesis next to the My Cart drop down box. This number represents the number of bills you have added to your cart.

To navigate to the payments screen, click the downward arrow located next to the My Cart button. A drop down box opens which details the bill number(s) and amount(s) due. Click the Checkout button to proceed with payment.



## Utility Billing Manage Bills

Sign up for Automatic Pa

Service Address: 1413 GROTON LN

Account Number: 0754370000

As of: 10/12/2015

**Outstanding Bills** [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/> 183883	8/15/2015	9/9/2015	\$63.29	\$63.29	<a href="#">Bill Details</a>
				<b>Total Due:</b>	<b>\$63.29</b>

[Add to Cart](#)

select bills you would like to pay now. then click "Add to Cart"

**My Cart (1)**

Utilities 183883 \$63.29

Total: \$63.29

[Review Cart](#) [Checkout](#)

- On the Pay Bills screen the payment amount populates automatically with the amount outstanding. However, you may change the payment amount to an amount less than or greater than the bill amount. Once you have entered the amount you would like to pay click the continue button.



## Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2016	8/15/2015	183883	9/9/2015	\$63.29	\$63.29	\$ 63.29

[Continue](#) [Cancel](#)

7. On the payment information screen you will need to complete all of the fields marked with an asterisk and then click the continue button.
8. You will be taken to a screen to verify utility account information, credit card information and billing information. If the information is accurate click the confirm payment button. If the information needs revision click the modify payment button and change the information.



## Wheaton Service

Please verify the following information:

<b>Amount:</b>	\$63.00
<b>Property Code:</b>	0754370000
<b>Bill Category:</b>	60
<b>Bill Year and Bill Number:</b>	2016-183883
<b>Customer Name:</b>	THIES, GEORGE
<b>Session Identifier:</b>	576400099~1~0

Card information:

<b>Cardholder's Name:</b>	ABC
<b>Card Type:</b>	Visa
<b>Card Number:</b>	*****1111
<b>Signature Panel Code:</b>	****
<b>Expiration Date:</b>	12/2015

Billing information:

<b>Address Line 1:</b>	303 Wesley
<b>Country:</b>	United States
<b>City:</b>	WHEATON
<b>State:</b>	Illinois
<b>ZIP Code:</b>	60187

Email Address: clavery@wheaton.il.us

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Is this information correct?

9. A receipt of payment will be provided for your records. In addition, you will receive an email from the City confirming your payment. **Please note that payments will be posted on the next business day during regular hours of operation.**

## Wheaton Service

### Successful Payment Receipt

Please print this receipt for your records

Remittance ID:	576400099
Received:	October 13, 2015 09:43AM CDT
Property Code:	0754370000
Bill Category:	60
Bill Year and Bill Number:	2016-183883
Customer Name:	THIES, GEORGE
Session Identifier:	576400099~1~0
Amount:	\$63.00
Transaction Type:	Authorization and Capture
Card Information:	Visa ABC *****1111
Billing information:	Address Line 1: 303 Wesley Country: United States City: WHEATON State: Illinois ZIP Code: 60187

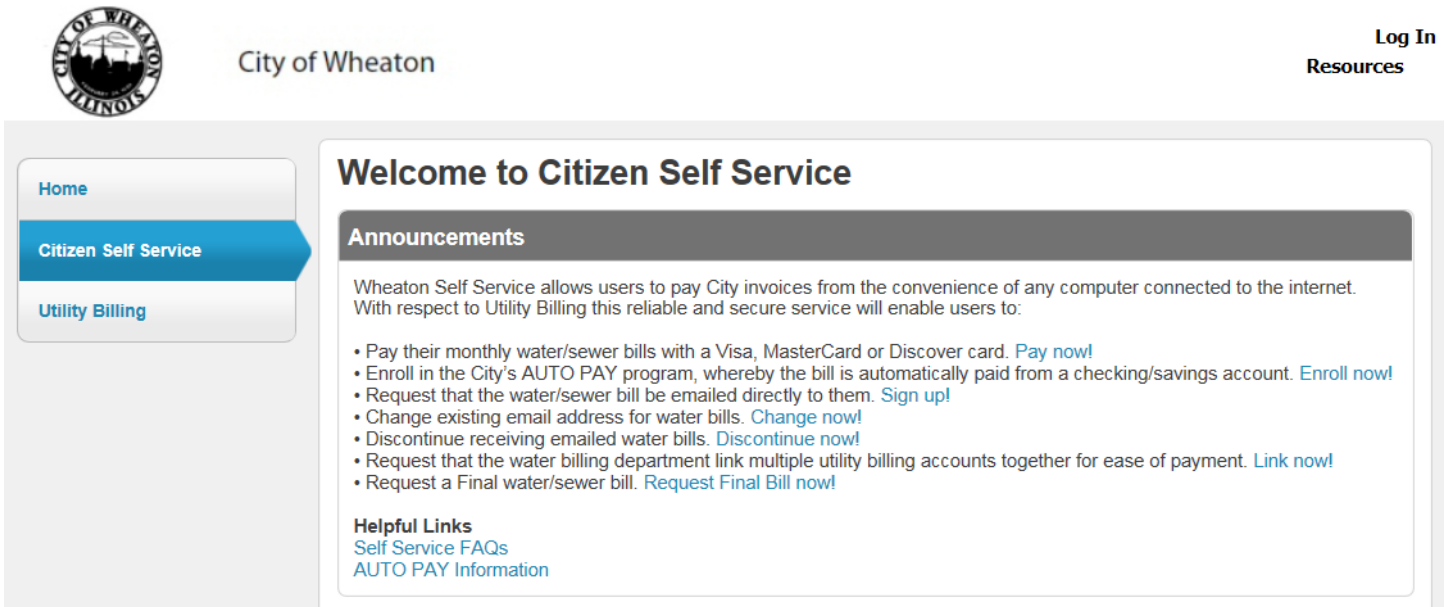
Thank you for your payment! Click [here](#) to return to the Citizen Self Service homepage.


**Print Page**

### Enroll in City's Auto Pay Program

AUTO PAY is our bill payment service that makes it more convenient for you to pay your monthly City of Wheaton Water/Sewer bill. Your monthly water/sewer payment is automatically deducted on the bill due date each month from a checking or savings account you have authorized the City to charge. You will continue to receive your monthly billing statement detailing usage for your records, but you will not need to send in a check. AUTO PAY will do it for you. With AUTO PAY there are no more stamps to buy, checks to write, lines to wait in or last minute trips to City Hall. Simply complete the Automatic Payments request process below to enroll in the City's Auto Pay program *or change banking information if already enrolled.*

1. On the Citizen Self Service home page click the Utility Billing tab on the left or the [Enroll Now!](#) Link to view your water billing account.



 City of Wheaton Log In  
Resources

[Home](#)  
**Citizen Self Service**  
[Utility Billing](#)

## Welcome to Citizen Self Service

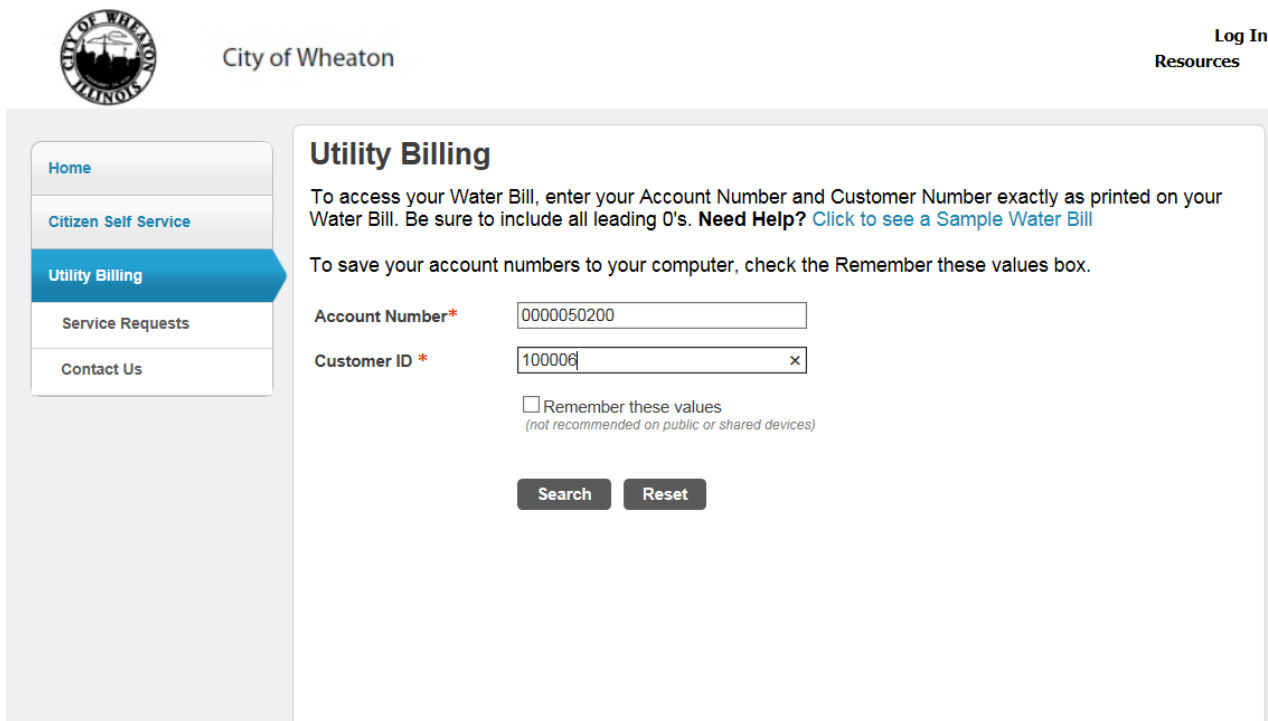
### Announcements


Wheaton Self Service allows users to pay City invoices from the convenience of any computer connected to the internet. With respect to Utility Billing this reliable and secure service will enable users to:

- Pay their monthly water/sewer bills with a Visa, MasterCard or Discover card. [Pay now!](#)
- Enroll in the City's AUTO PAY program, whereby the bill is automatically paid from a checking/savings account. [Enroll now!](#)
- Request that the water/sewer bill be emailed directly to them. [Sign up!](#)
- Change existing email address for water bills. [Change now!](#)
- Discontinue receiving emailed water bills. [Discontinue now!](#)
- Request that the water billing department link multiple utility billing accounts together for ease of payment. [Link now!](#)
- Request a Final water/sewer bill. [Request Final Bill now!](#)

**Helpful Links**  
[Self Service FAQs](#)  
[AUTO PAY Information](#)

2. On the Utility Billing screen, enter the Account Number and Customer ID exactly as they appear on your Water/Sewer Bill. Please note that the Customer ID is the same as the Customer Number. Once entered click the Search button.



 City of Wheaton Log In  
Resources

[Home](#)  
[Citizen Self Service](#)  
**Utility Billing**  
[Service Requests](#)  
[Contact Us](#)

## Utility Billing

To access your Water Bill, enter your Account Number and Customer Number exactly as printed on your Water Bill. Be sure to include all leading 0's. **Need Help?** [Click to see a Sample Water Bill](#)

To save your account numbers to your computer, check the Remember these values box.

Account Number\*

Customer ID \*

Remember these values  
(not recommended on public or shared devices)

3. On the Utility Billing Search Results screen click the [Manage Bills](#) link.





[Home](#)

[Citizen Self Service](#)

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[Search Results](#)

[New Search](#)

## Utility Billing

### Search Results

[Modify Search](#) | [New Search](#)

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
CITY OF WHEATON	1 LIBERTY	0000050200	100006	0517408002	<a href="#">Manage Bills</a>

- Once on the Utility Billing Manage Bills screen click [Sign up for Automatic Payments](#) located at the top right hand corner of the page.

## Utility Billing

### Manage Bills

[Sign up for Automatic Payments](#) | [Account Summary](#)

**Service Address** 1413 GROTON LN

**Account Number** 0754370000

**As of**

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**Outstanding Bills** [Show Past Bills](#) ▾

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/> 183883	8/15/2015	9/9/2015	\$63.29	\$63.29	<a href="#">Bill Details</a>
				<b>Total Due:</b>	<b>\$63.29</b>

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

- Complete every field of the Automatic Payments form to enroll in the AUTO PAY Program. Please note that the transit routing and bank account numbers entered on the form should be taken from a check NOT a deposit slip. Once your completed payments request is received by the City, it will undergo a “pre-notification” process where a test transaction is created and used to verify the accuracy of account

information provided. Should the pre-notification test fail (incorrect account number or transit routing number) you will be contacted and asked to provide corrected information prior to beginning automatic payments. Each pre-notification test takes approximately 7 to 10 days to complete.



## Utility Billing Automatic Payments

To sign up for automatic payments, please complete the form below.

**Service Address** 1413 GROTON LN  
**Account Number** 0754370000

Bank name *	<input type="text" value="Glen Ellyn Bank and Trust"/>
Routing number * 9 digits	<input type="text" value="071925389"/>
Confirm Routing number *	<input type="text" value="071925389"/>
Bank telephone *	<input type="text" value="555-555-5555"/>
Bank account number *	<input type="text" value="000000"/>
Confirm Account number *	<input type="text" value="000000"/>
Account type *	<input checked="" type="radio"/> Checking <input type="radio"/> Savings
Name as it appears on your bank statement *	<input type="text" value="John Q Public"/>
Your telephone number *	<input type="text" value="555-555-5550"/>
Your email address *	<input type="text" value="JohnQPublic@yahoo.com"/>

**Continue**

\* indicates required values.

- On the Utility Billing Automatic Payments Review screen you will be asked to verify the information provided. If the information is accurate click the submit button to enroll in the AUTO PAY Program. If the information needs revision click the modify button and change the information. On this page you may also cancel your submission.

## Utility Billing Automatic Payments

### Review

Bank name	Glen Ellyn Bank and Trust
Bank telephone	555-555-5555
Routing number	XXXXX5389
Bank account number	XX0000
Account type	Checking
Name as it appears on your bank statement	John Q Public
Your telephone number	555-555-5550
Your email address	JohnQPublic@yahoo.com

Submit

Modify

Cancel

**By submitting the Automatic Payments form you are authorizing the City of Wheaton to initiate ACH transactions for the bank account listed for the amount owed on your water/sewer bill.**

7. After submitting the form you will be given a confirmation that your request has been successfully sent to the City for processing. AUTO PAY may take up to two billing cycles to become active. **You will know that automatic payments are scheduled to begin when your monthly bill indicates “AUTO PAID” on your payment stub.**

## Utility Billing Automatic Payments

### Confirmation



**Thank you.** Your request to automatically make payments from your bank account below has been successfully submitted.

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	Glen Ellyn Bank and Trust
Bank telephone	555-555-5555
Routing number	XXXXX5389
Bank account number	XX0000
Account type	Checking
Name as it appears on your bank statement	John Q Public
Your telephone number	555-555-5550
Your email address	JohnQPublic@yahoo.com

#### You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

## Request/Change Email of Water Bills

Unless otherwise requested, the City of Wheaton mails a paper copy of the water/sewer bill each month. However, water/sewer customers do have the option of having their utility bills emailed to them in place of or in addition to a paper copy being mailed. To begin receiving your utility bill by email or to change your existing email address complete the following process.

1. To request that the water/sewer bill be emailed directly to you click on the [Sign up](#) link located on the Wheaton Self Service Welcome page. To change an existing email address for water bills click on the [Change Now!](#) Link.



Home

Citizen Self Service

Utility Billing

## Welcome to Citizen Self Service

### Announcements

Wheaton Self Service allows users to pay City invoices from the convenience of any computer connected to the internet. With respect to Utility Billing this reliable and secure service will enable users to:

- Pay their monthly water/sewer bills with a Visa, MasterCard or Discover card. [Pay now!](#)
- Enroll in the City's AUTO PAY program, whereby the bill is automatically paid from a checking/savings account. [Enroll now!](#)
- Request that the water/sewer bill be emailed directly to them. [Sign up!](#)
- Change existing email address for water bills. [Change now!](#)
- Discontinue receiving emailed water bills. [Discontinue now!](#)
- Request that the water billing department link multiple utility billing accounts together for ease of payment. [Link now!](#)
- Request a Final water/sewer bill. [Request Final Bill now!](#)

### Helpful Links

[Self Service FAQs](#)  
[AUTO PAY Information](#)

- Complete Step 1 of the Utility Billing Service Request form and click the Continue button to move to Step 2. **Only your name and telephone number are required but completing all of the boxes on the form will allow the City to perform a more thorough verification process of the information given.**



LAVERY, COLLEEN A  
Resources  
My Cart (0 items)

## Utility Billing Service Requests

### Step 1 of 4: Enter contact information

*This form is not for reporting emergencies.*

Step 1 2 3 4

Name \*

Address

City

State

Zip

Phone \*

E-mail (A link will be e-mailed to you to check on the status of this service request)

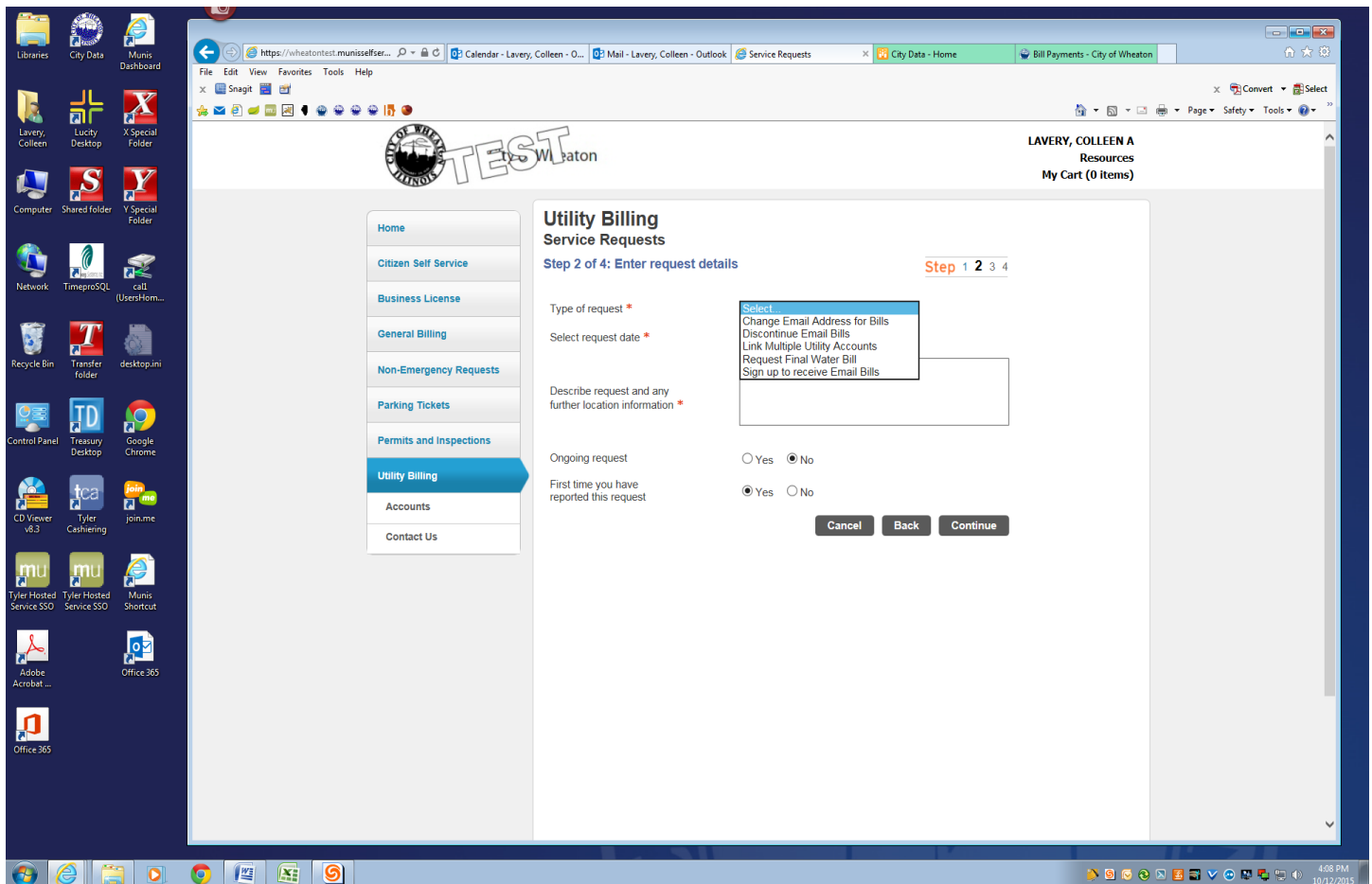
Remember me on this computer

Cancel

Continue

3. Complete Step 2 of the Utility Billing Service Request form. Select the type of request you are submitting from the drop down box. Choose either “Sign up to receive Email bills” or “Change Email Address for bills”. The request date will automatically populate. Within the describe request box, type in the email address that the water/sewer bill should be sent to. Only one (1) email address is allowed. The *ongoing request* radio dial and *first time you have reported this request* radio dial will automatically populate to No and Yes, respectively.

Click the Continue button to move to Step 3; click the back button to revise the information provided in Step 1; or cancel button to terminate this service request.



4. Complete Step 3 of the Utility Billing Service Requests by entering service location information. **Only the street name and city are required but completing all of the boxes on the form will allow the City to perform a more thorough verification process of the information given.** Click the Continue button to move to Step 4 of the process; click the back button to revise information provided in Step 2; or cancel button to terminate this service request.

## Utility Billing Service Requests

Step 3 of 4: Enter Service location information

Step 1 2 **3** 4

Street number	<input type="text" value="1"/>	
Street name *	W LIBERTY DR	<a href="#">edit</a>
Unit/Apt. type (if applicable)	<input type="text"/>	
City/Town *	WHEATON	<a href="#">edit</a>

[Cancel](#) [Back](#) [Continue](#)

- Step 4 of the Utility Billing Service Request process requires that you confirm the information you have provided in the previous steps. If the information is accurate you must enter the validation code and click the submit button. If the information needs revision click the back button and edit the incorrect information. In the event you would like to cancel this submission click the cancel button.

## Utility Billing Service Requests

Step 4 of 4: Confirm request details

Step 1 2 3 4

Name	John Q. Public
Service Request Date	10/12/2015
Daytime Phone	555-555-5550
E-mail	JohnQPublic@yahoo.com
Contact Address	,
Service Location	1 W LIBERTY DR WHEATON
Type of Request	Change Email Address for Bills
Request Details	Change my email address to JohnQPublic@yahoo.com
On-going Request	No
First Time Reported	Yes

Enter these validation numbers into the box below them

Type the following validation code into the box provided \*





7875

After submission you will receive a Utility Billing Request Confirmation which contains a Request ID. You must use this Request ID when inquiring about this service request. In addition you will receive an email from the City that contains a link that you can use to check the status of your request on-line.



## Utility Billing Request Confirmation

[View Submitted Request](#) | [Service Requests](#)

 Your request has been successfully entered into our system. 

Your Request ID is: **12** Please make a note of it.  
Use this ID whenever you [contact us](#) with regards to your request.

A confirmation message will be sent to the e-mail address that you provided.  
It will contain a link that you can use to check the status of your request.

### **Discontinue the Email of Water Bills**

To reinstate the mailing of paper water bills and discontinue the receipt of emailed water bills you follow the same process to Request/Change Email of Water Bills as described above. However, when you select the type of request you are submitting from the drop down box you need to choose “Discontinue Email bills”.

### **Request a Final Water/Sewer Reading**

To request a final water/sewer reading for a property you are selling or renting you follow the same process to Request/Change Email of Water Bills as described above. However, when you select the type of request you are submitting from the drop down box you need to choose “Request Final Water Bill” and within the describe request box enter the service address and desired reading date.

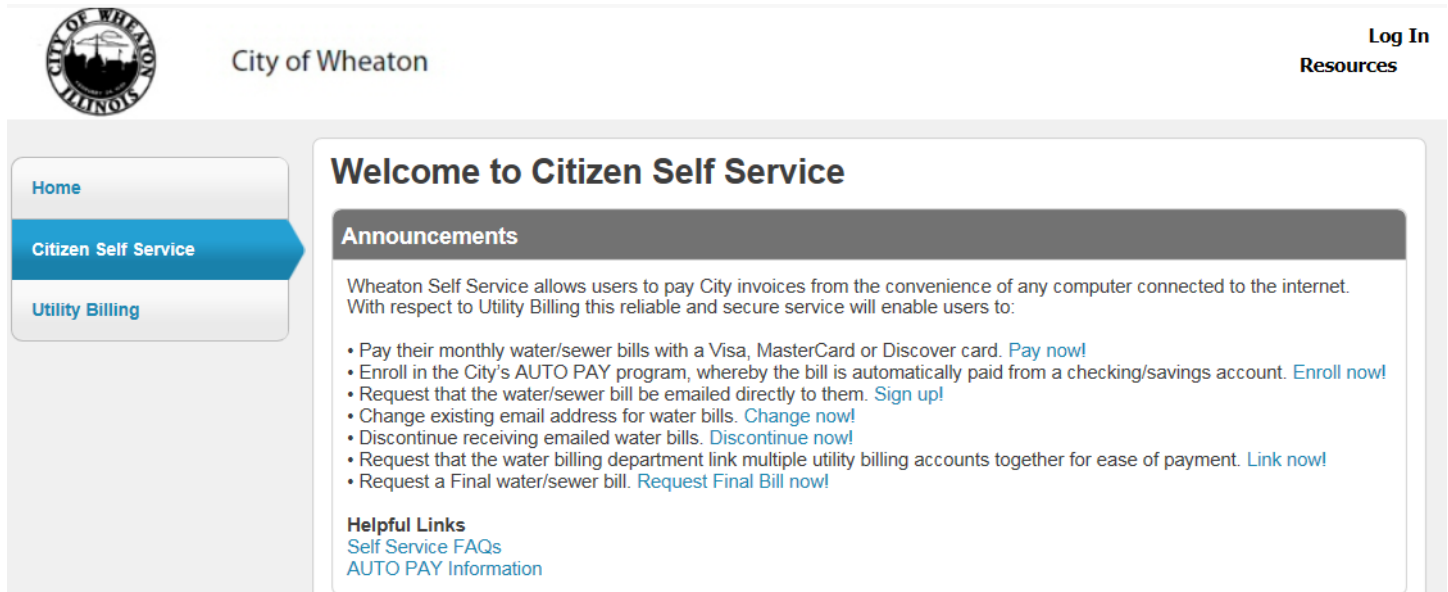
### **Link multiple utility billing accounts**

For your convenience, a single user name can be established which links multiple utility billing accounts. Linking multiple utility billing accounts to one user name allows you to view all of your accounts simultaneously and make payments for each account in a single transaction.

To link multiple accounts to one user name you follow the same process to Request/Change Email of Water Bills as described above. However, when you select the type of request you are submitting from the drop down box you need to choose “Link Multiple Utility Accounts” and within the describe request box enter each account number, including the customer number, to be linked.

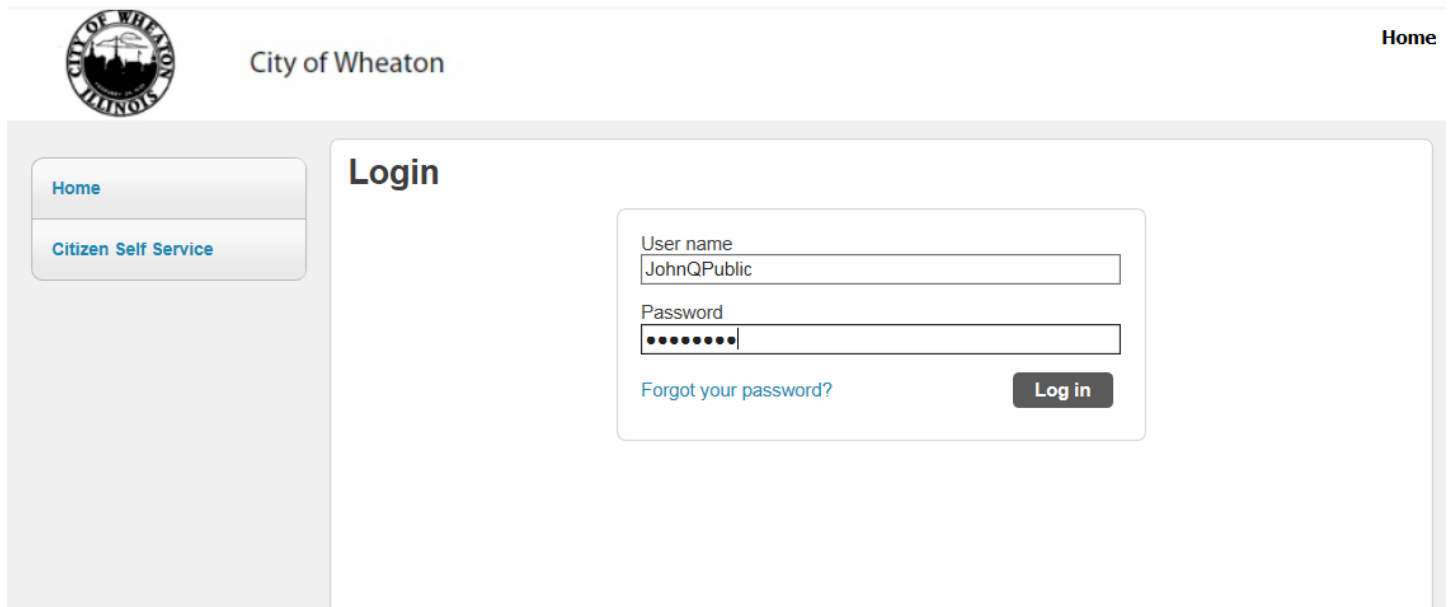
Once a user name has been established and the requested accounts linked you will be emailed a user name and temporary password. This will enable you to log-in and manage your accounts. The steps to logging in are as follows:

1. Access the Citizen Self Service menu on the City's website and click the Log In link at the very top right side of the menu.



The screenshot shows the City of Wheaton website's Citizen Self Service page. At the top left is the City of Wheaton logo, and at the top right are links for "Log In" and "Resources". A left-hand navigation menu contains three buttons: "Home", "Citizen Self Service" (which is highlighted in blue), and "Utility Billing". The main content area is titled "Welcome to Citizen Self Service" and features an "Announcements" section. The announcements text states: "Wheaton Self Service allows users to pay City invoices from the convenience of any computer connected to the internet. With respect to Utility Billing this reliable and secure service will enable users to:" followed by a bulleted list of services: "Pay their monthly water/sewer bills with a Visa, MasterCard or Discover card. [Pay now!](#)", "Enroll in the City's AUTO PAY program, whereby the bill is automatically paid from a checking/savings account. [Enroll now!](#)", "Request that the water/sewer bill be emailed directly to them. [Sign up!](#)", "Change existing email address for water bills. [Change now!](#)", "Discontinue receiving emailed water bills. [Discontinue now!](#)", "Request that the water billing department link multiple utility billing accounts together for ease of payment. [Link now!](#)", and "Request a Final water/sewer bill. [Request Final Bill now!](#)". Below the announcements is a "Helpful Links" section with links for "Self Service FAQs" and "AUTO PAY Information".

2. Enter the user name and password provided to you by the finance department and click the Log in button.



The screenshot shows the City of Wheaton website's Login page. At the top left is the City of Wheaton logo, and at the top right is a "Home" link. A left-hand navigation menu contains two buttons: "Home" and "Citizen Self Service". The main content area is titled "Login" and contains a form with two input fields: "User name" with the text "JohnQPublic" and "Password" with masked characters. Below the password field is a link for "Forgot your password?" and a "Log in" button.

3. From the Wheaton Self Service home page you will need to click on the Citizen Self Service tab located on the left hand side of the page.



Home

Citizen Self Service

Employee Self Service

### Wheaton Self Service

To access your accounts, please click on the correct Self Service tab located on the left hand side of this screen.

4. You will be launched to the Utility Billing page where you will be able to view all of the accounts linked to your user name.



## Welcome to Citizen Self Service

### Announcements

#### WHEATON EPAY Services

The WHEATON EPAY service allows users to pay their water and/or sewer bills from the convenience of any computer connected to the internet. This reliable and secure service will allow users to:

- Pay your monthly water/sewer bills with a Visa, MasterCard, Discover or debit card. [Pay now!](#)
- Enroll in the City's AUTO PAY program, in which the bill is automatically paid from a checking or savings account.
- Use Service Requests to have the water/sewer bill emailed directly to you. [Sign up!](#)
- Review billing history for up to 14 months.
- Email questions regarding your bill to the Water Billing Department. [Contact Water Billing Department](#)

**Moving?** Click [here](#) for information on moving.

When moving, a Service Request for a Final Water Bill needs to be submitted. [Request a Final Water Bill](#)

#### Helpful links

[EPAY FAQs](#)

[AUTO PAY Information](#)

### Profile Information

Profile information not found.

### Utility Billing Accounts

0758930005 (114369)

0754350000 (113923)

0754370000 (113925)

Click on the + next to the account you would like to manage and follow the procedures for: Paying water/sewer bills; Enrolling in City's Auto Pay Program; Requesting/Changing/Discontinuing Email of Water Bills; or Requesting a Final Water/Sewer Reading.