Wheaton Online Bill Pay

Utility Billing

WHEATON Online Bill Pay

Wheaton Online Bill Pay 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 or MasterCard 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.
- Change billing 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 and clicking on the "Wheaton Online Bill Pay" button, located in the bottom right-hand corner of the screen or go directly to the site at https://www.wheaton.il.us/billpay

Pay water/sewer bills

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

1. On the Wheaton Self Service home page click the Online Self Service.
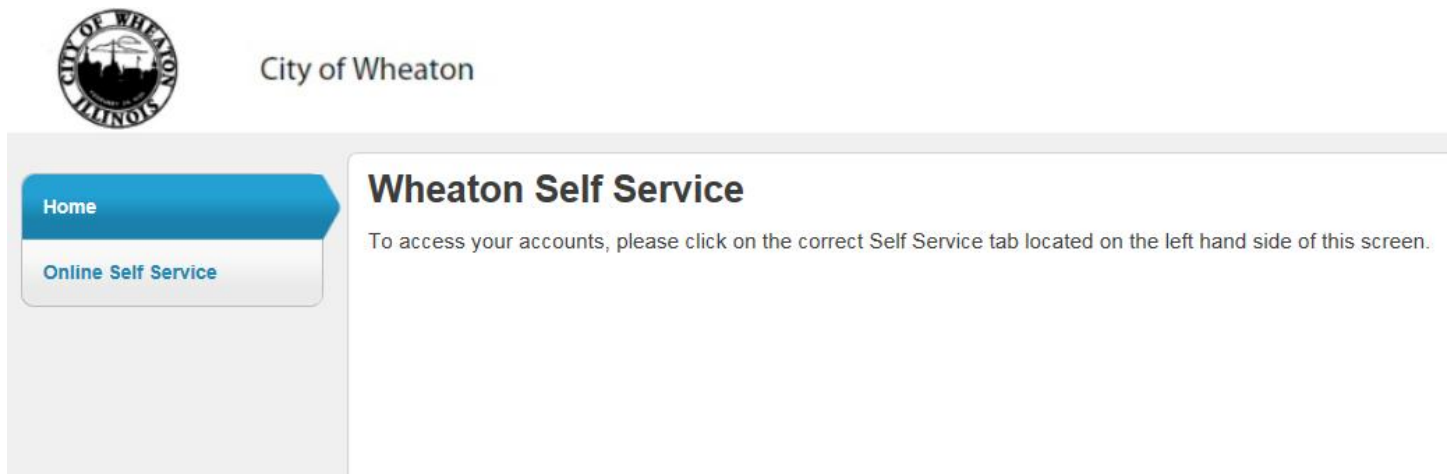
2. Click on the Water/Sewer Billing tab on the left or click the PAY MY BILL link to access your water billing account.

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

4. Once on the Water/Sewer Billing Search Results screen click the Manage Bills link.

5. The Water/Sewer 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.

6. Once you add a bill to the cart a message will display stating the bill you selected for payment was added to your shopping cart. In addition, 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.

7. On the Pay Bills screen the payment amount populates automatically with the amount of the outstanding bill selected for payment. 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.

8. On the payment information screen you will need to complete all of the fields marked with an asterisk and then click the continue button.

9. 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.

City of Wheaton

Wheaton Self Service

Home

Online Self Service

Please verify the following information:
Amount: $35.00
Bill Year and Bill Number: 2016-220309
Customer Name:

Card information:
Cardholder's Name: Jane Doe
Card Type: Visa
Card Number: ************1111
Signature Panel Code: ****
Expiration Date: 1/2016

Billing information:
Address Line 1: 303 Main Street
Country: United States
City: WHEATON
State: Illinois
ZIP Code: 60187

Email Address:

Is this information correct?
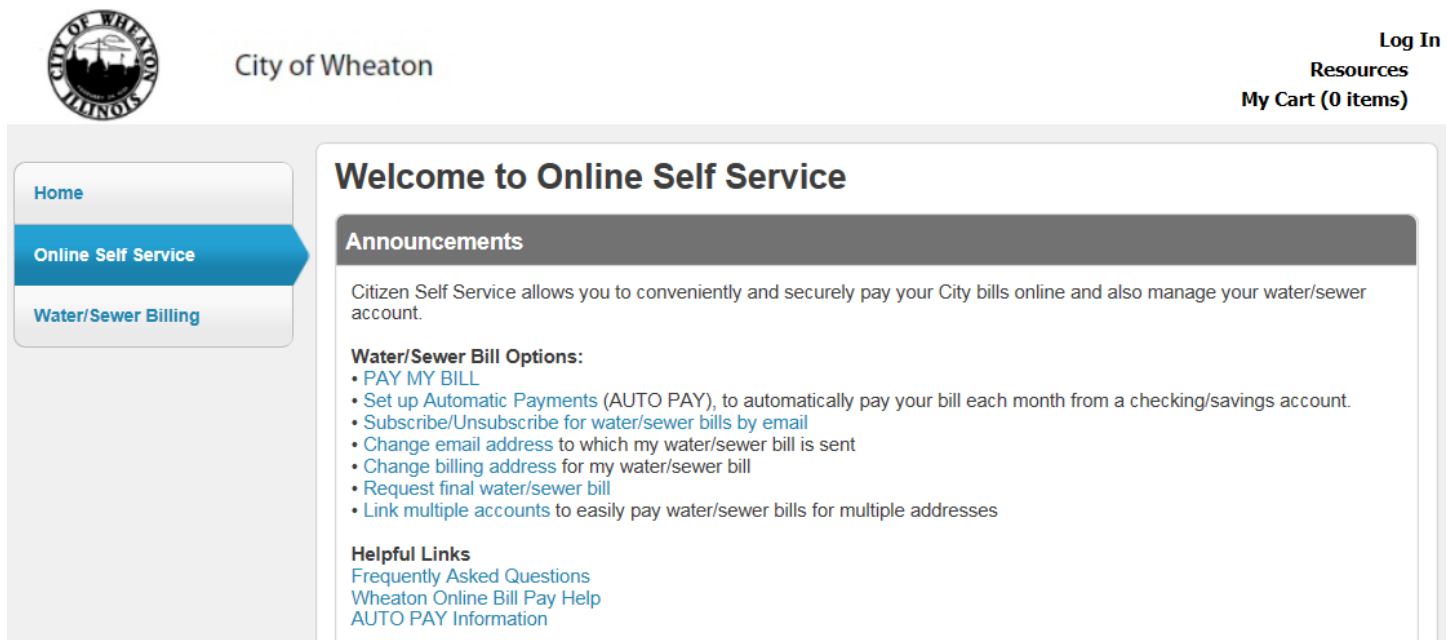
Confirm Payment   **Modify Payment**

10. 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.**

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 Online Self Service home page click the Water/Sewer Billing tab on the left or the Set up Automatic Payments Link to view your water billing account.

2. On the Water/Sewer 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.

Water/Sewer Billing

To access your water/sewer bill, enter your Account Number and Customer Number **exactly as printed on your bill**, including all 0's that appear in front of your account/customer numbers.

Need Help? See a Sample Water Bill

Want 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)

[Search] [Reset]

3. On the Water/Sewer Billing Search Results screen click the Manage Bills link.

Water/Sewer Billing

Search Results

Modify Search | New Search

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
					Manage Bills

4. Once on the Water/Sewer Billing Manage Bills screen click Sign up for Automatic Payments located at the top right hand corner of the page or the Automatic Payments tab on the left.

City of Wheaton

Water/Sewer Billing
Manage Bills

Sign up for Automatic Payments | Account Summary

Service Address					
Account Number					
As of	12/02/2015				

Outstanding Bills   Show Past Bills ⍖

	Bill	Bill Date	Pay By	Charges	Balance Due	
☑	220309	11/15/2015	12/10/2015	$34.28	$34.28	Bill Details
					Total Due: $34.28	

Add to Cart

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

Sidebar navigation:
- Home
- Online Self Service
- Water/Sewer Billing
- Manage Bills
- Account Summary
- Automatic Payments
- Service Requests
- Contact Us
- Search Results
- New Search

5. 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.

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

Please note: By Submitting the Automatic Payments form, I am authorizing the City of Wheaton to initiate ACH transactions for the bank account listed below for the amount owed on my water/sewer bills.

AUTOPAY may take up to 2 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.

Need help? See a sample check showing where to find account/routing numbers

NOTE: If your current bill has "AUTO PAID" on the payment stub you are already enrolled in AUTOPAY. You do not need to submit any information below unless you wish to change your routing and/or bank account. Please allow 1-2 billing cycles for changes.

Online Self Service
- Water/Sewer Billing
- Manage Bills
- Account Summary
- Automatic Payments
- Service Requests
- Contact Us
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- New Search

| Service Address | |
| Account Number | |

Bank name *	021000021 JPMORGAN CHASE BANK - 021000021
Routing number * 9 digits	021000021
Confirm Routing number *	021000021
Bank telephone	813-432-3700
Bank account number *	12345678
Confirm Account number *	12345678
Account type *	● Checking ○ Savings
Name as it appears on your bank statement *	Jane Doe
Your telephone number *	630-555-5555
Your email address *	✕

Continue

6. On the Water/Sewer 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.

City of Wheaton

Water/Sewer Billing
Automatic Payments
Review

Home

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Search Results

New Search

Bank name	021000021 JPMORGAN CHASE BANK
Bank telephone	813-432-3700
Routing number	XXXXX0021
Bank account number	XXXX5678
Account type	Checking
Name as it appears on your bank statement	Jane Doe
Your telephone number	630-555-5555
Your email address	

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.**

City of Wheaton

Water/Sewer 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	021000021 JPMORGAN CHASE BANK
Bank telephone	813-432-3700
Routing number	XXXXX0021
Bank account number	XXXX5678
Account type	Checking
Name as it appears on your bank statement	Jane Doe
Your telephone number	630-555-5555
Your email address	

You could now...

- View your account summary
- Make changes to your Automatic Payments

Navigation sidebar:
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- Water/Sewer Billing
- Manage Bills
- Account Summary
- Automatic Payments
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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 Subscribe/Unsubscribe for water/sewer bills by email link located on the Online Self Service Welcome page. To change an existing email address for water bills click on the Change email address Link.

City of Wheaton

Welcome to Online Self Service

Home

Online Self Service

Water/Sewer Billing

Announcements

Citizen Self Service allows you to conveniently and securely pay your City bills online and also manage your water/sewer account.

Water/Sewer Bill Options:
• PAY MY BILL
• Set up Automatic Payments (AUTO PAY), to automatically pay your bill each month from a checking/savings account.
• Subscribe/Unsubscribe for water/sewer bills by email
• Change email address to which my water/sewer bill is sent
• Change billing address for my water/sewer bill
• Request final water/sewer bill
• Link multiple accounts to easily pay water/sewer bills for multiple addresses

Helpful Links
Frequently Asked Questions
Wheaton Online Bill Pay Help
AUTO PAY Information

2. Complete Step 1 of the Water/Sewer 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.**

City of Wheaton

Water/Sewer Billing
Service Requests

Home

Online Self Service

Water/Sewer Billing

Contact Us

Step 1 of 4: Enter contact information
This form is not for reporting emergencies.

Step 1 2 3 4

Name *	Jane Doe
Address	303 Main
City	Wheaton
State	IL
Zip	60187
Phone *	630-555-5555
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 Water/Sewer 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".

Enter the request date. 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.

City of Wheaton

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Online Self Service

Water/Sewer Billing

Contact Us

Water/Sewer Billing
Service Requests

Step 2 of 4: Enter request details   Step 1 **2** 3 4

To sign up to receive, change OR discontinue emailed bills, type the email address in the description area. To receive printed and emailed bills, type BOTH in the description area as well.

To link multiple utility accounts, list all Account Numbers in the description area.

To request a final water bill, enter your Account Number OR the address where for the final water bill in the description area.

Click **Resources** for examples of each service request.

Type of request *   Sign up to receive Email Bills

Select request date *   12/11/2015

Describe request and any
further location information *   Sign up email:

Ongoing request   ○ Yes   ● No

First time you have
reported this request   ● Yes   ○ No

Cancel   Back   Continue

4. Complete Step 3 of the Water/Sewer 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.

City of Wheaton

Water/Sewer Billing
Service Requests

Step 3 of 4: Enter Service location information   Step 1 2 **3** 4

Street number	303
Street name *	Main
Unit/Apt. type (if applicable)	
City/Town *	Wheaton ×

Cancel   Back   Continue

Home
Online Self Service
Water/Sewer Billing
Contact Us

Log In
Resources
My Cart (0 items)

5. Step 4 of the Water/Sewer 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.

City of Wheaton

Log In
Resources
My Cart (0 items)

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Contact Us

Water/Sewer Billing
Service Requests

Step 4 of 4: Confirm request details   Step 1 2 3 **4**

Name	City of Wheaton
Service Request Date	12/11/2015
Daytime Phone	630-000-0000
E-mail	
Contact Address	,
Service Location	Wheaton
Type of Request	Sign up to receive Email Bills
Request Details	sign up for email:
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 *   9586

Cancel   Back   Submit

\\users\home\jcb\OnlineBillPayHelp.doc

After submission you will receive a Water/Sewer 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. **Please allow one billing cycle for your request to be processed.**
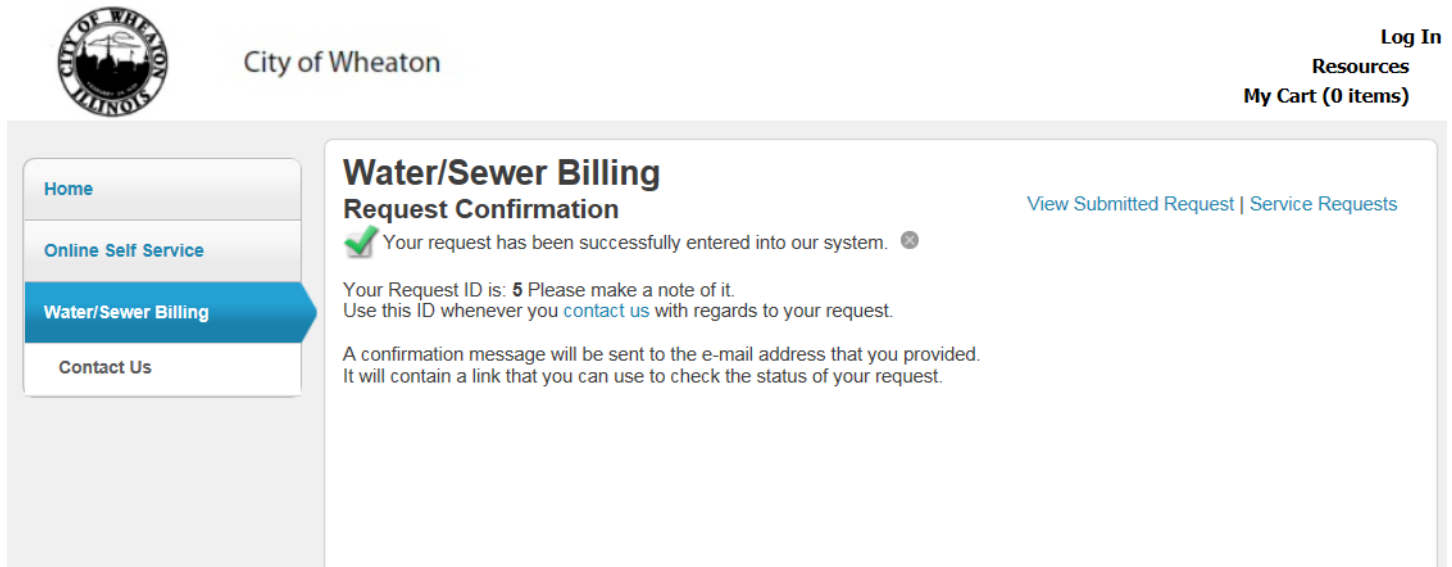
Discontinue the Email of Water Bills

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". **Please allow one billing cycle for your request to be processed.**

Change Billing Address

To request that your water/sewer bill be sent to an address other than the property address 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 "Change Billing Address". **Please allow two billing cycles for your request to be processed.**
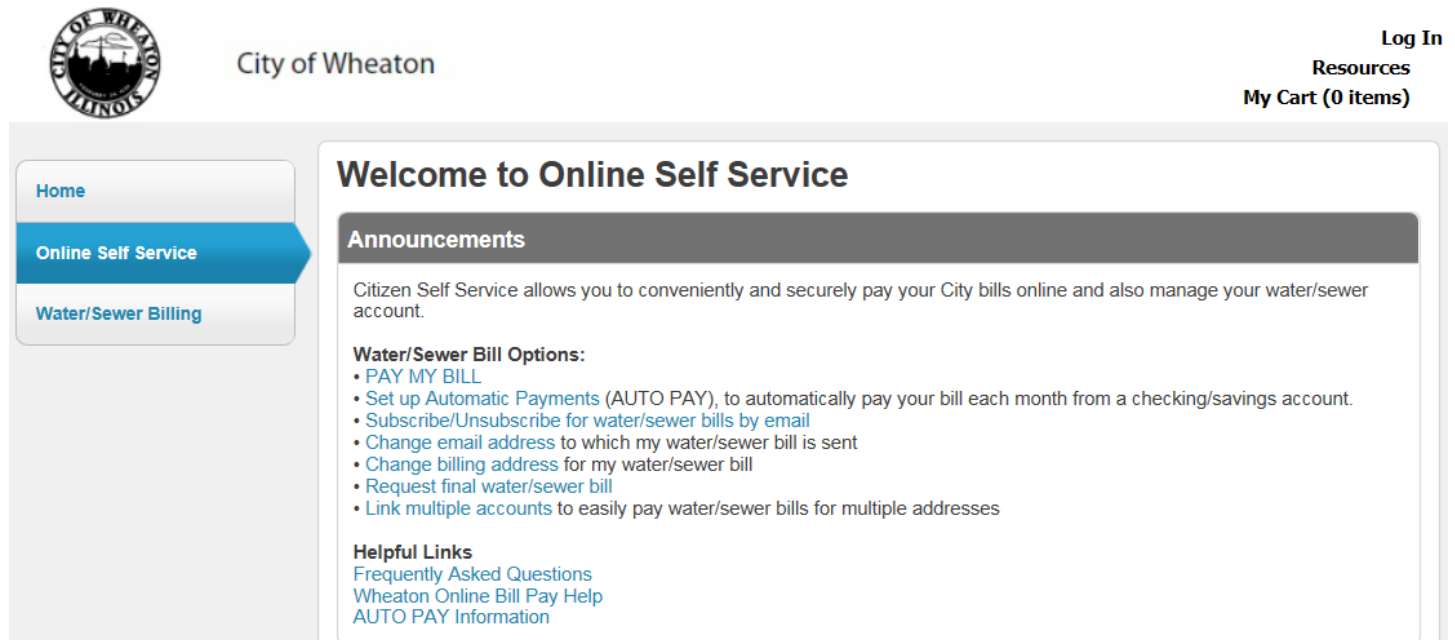
Link multiple utility billing accounts

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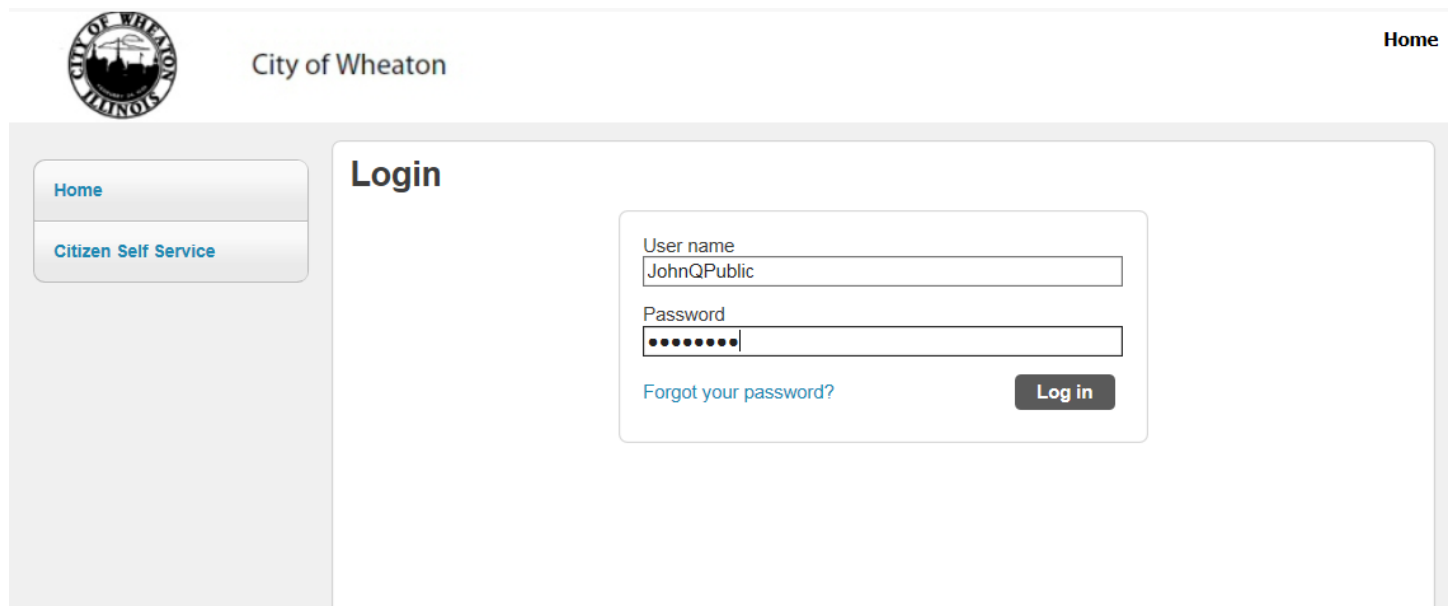
Once a user name has been established and the requested accounts linked you will be emailed a user name and temporary password. This will enable you to log-in and manage your accounts. The steps to logging in are as follows:

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

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

3. **The first time you log in you will be required to create a new password**. The new password must be at least 8 characters long, contain at least 1 numeric character, contain at least on uppercase letter and contain at least one lowercase character.

4. Once you have created a password which meets the stated specifications the "Password strength" message will change to **Acceptable.** Click the Change button on the bottom to set the new password.

City of Wheaton

Login

Before proceeding you must change your password.

New password must be at least 8 characters long, contain at least 1 numeric character and contain at least one uppercase character and one lowercase character.

Current password	••••••••
New password	••••••••
Password strength	Acceptable
Confirm new password	••••••••
New password hint	NeedNew2 ✕

Change **Cancel**

Home

Online Self Service

5. Once you change your password you will receive a message that the password has been successfully changed. You may now click the Continue button. Clicking the continue button will launch you to the Wheaton Self Service home screen.

City of Wheaton

Login

Your password has been successfully changed.

Continue

Home

Online Self Service

6. Once on the Wheaton Self Service home screen click the Online Self Service button to the left.

City of Wheaton

Wheaton Self Service

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

Home

Online Self Service

7. On the Welcome to Online Self Service page you will see the menu of options for managing your utility account. You will also see the accounts which are linked to your user name on the bottom of the page.

City of Wheaton

Home

Online Self Service

Water/Sewer Billing

Welcome to Online Self Service

Announcements

Online Self Service allows you to conveniently and securely pay your City bills online and also manage your water/sewer account.

Water/Sewer Bill Options:
• PAY MY BILL
• Set up Automatic Payments (AUTOPAY), to automatically pay your bill each month from a checking/savings account.
• Subscribe/Unsubscribe for water/sewer bills by email
• Change email address to which my water/sewer bill is sent
• Change billing address for my water/sewer bill
• Request final water/sewer bill
• Link multiple accounts to easily pay water/sewer bills for multiple addresses

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Wheaton Online Bill Pay Help
AUTOPAY Information

Profile Information

Profile information not found.

Water/Sewer Billing Accounts

⊞ 0000050200 (100006)

⊞ 0058060003 (100006)

8. To expand the accounts click the + sign. Follow the instructions above to Pay your bill, set-up automatic payments, subscribe/unsubscribe to water/sewer bills by email, change your email or billing address or request a final bill.

City of Wheaton

Welcome to Online Self Service

Announcements

Online Self Service allows you to conveniently and securely pay your City bills online and also manage your water/sewer account.

Water/Sewer Bill Options:
• PAY MY BILL
• Set up Automatic Payments (AUTOPAY), to automatically pay your bill each month from a checking/savings account.
• Subscribe/Unsubscribe for water/sewer bills by email
• Change email address to which my water/sewer bill is sent
• Change billing address for my water/sewer bill
• Request final water/sewer bill
• Link multiple accounts to easily pay water/sewer bills for multiple addresses

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Profile Information

Profile information not found.

Water/Sewer Billing Accounts

⊟ 0000050200 (100006)

Customer Name	Service Address	Account	Customer	Parcel	
CITY OF WHEATON	1 LIBERTY	0000050200	100006	0517408002	Manage Bills

⊟ 0058060003 (100006)

Customer Name	Service Address	Account	Customer	Parcel	
CITY OF WHEATON	315 WESLEY	0058060003	100006	0516131020	Manage Bills

Home

Online Self Service

Water/Sewer Billing

9. To log out of Online Self Service, click your user name displayed at the top right hand corner of the page and click the log out button from the drop box.

City of Wheaton

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Water/Sewer Billing

Welcome to Online Self Service

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Online Self Service allows you to conveniently and securely pay your City bills online and also manage your water/sewer account.

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• Change billing address for my water/sewer bill
• Request final water/sewer bill
• Link multiple accounts to easily pay water/sewer bills for multiple addresses

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