Service Request Examples

Setup AutoPay
Request Final Meter Read
Sign up to receive Emailed Water Bills
Change Email Address for Water Bills
Discontinue Emailed Water Bills
Change Billing Address (for water bills)
Link Multiple Accounts

Step 1 of 3: Enter your contact information.

Water/Sewer Billing Service Requests Step 1 of 3: Enter contact information Step 1 2 3 This form is not for reporting emergencies. USER, TEST Name * 123 TEST ST Address WHEATON City IL State * 60187 Zip 630-111-1111 Phone * test_user@gmail.com Email * Remember me on this computer Continue Cancel

- a. Enter your contact Name, Address, City, State and Zip. This should be your current address. Enter an email address to receive an email confirmation of this request.
- b. Click Continue.

Step 2 of 3: Enter request details. Use the following screens to determine what information needs to be entered in the description.

To Setup AutoPay

Water/Sewer Billing Service Requests

Step 2 of 3: Enter request details

Step 1 2 3

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

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.

Type of request *	Setup AutoPay ✓
Request date *	1/1/2022
Additional information *	AutoPay Setup
Sign up for automatic payments? *	
Automatic Payments	
Bank name *	021000021 JPMORGAN CHASE BANK - 021000021
	For auto-lookup, begin typing a bank name or routing number.
Bank routing number * (9 digits)	021000021
Confirm routing number *	021000021
Bank account number ★	123456789
Confirm account number *	123456789
Bank account type *	

Setup AutoPay

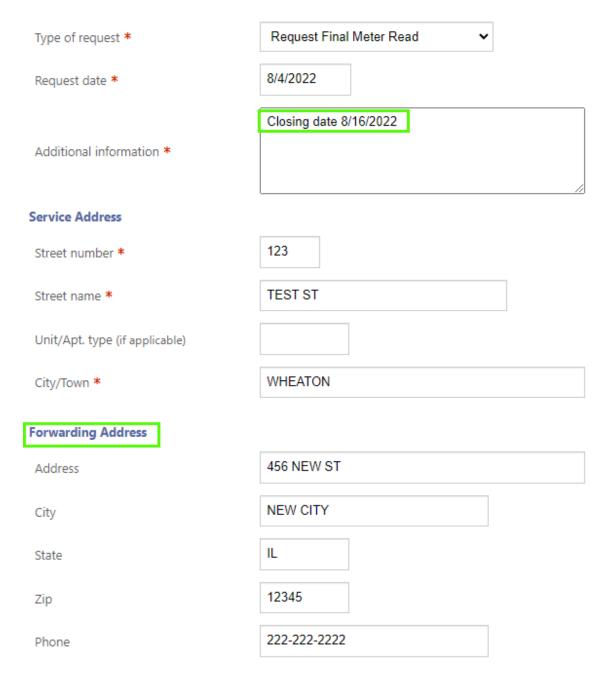
- a. Type of request = **Setup AutoPay**
- b. Request date = today's date
- c. Additional Information = AutoPay Setup OR include any other necessary information not shown on the form.
- d. Sign up for automatic payments? = Yes
- e. Bank Name = type in bank name or routing number.

NOTE: If your bank is **not** found it will need to be setup in our system. To do this:

- 1. Change Sign up for automatic payments? = No (If you do not check No, it will not let you continue without an existing bank selected).
- 2. In the **Additional Information** section, **type:**
 - Bank Name
 - 9-digit Routing Number
 - Bank Account Number
 - Whether bank account is Checking or Savings
- 3. Skip to step I.
- f. If bank is found, it will default the 9-digit Bank routing number and Confirm bank routing number
- g. Enter Bank account number and Confirm bank account number
- h. Bank account type = Checking or Savings
- i. **Service Address** information. Enter your current Street Number, Street Name and City (as shown on your Utility Bill). The system will try to validate the address you have entered.
- j. Click Continue

To Request Final Meter Read

Request Final Meter Read



- a. Type of request = **Request Final Meter Read**
- b. Request date = today's date
- c. Additional Information = Closing Date AND include any other necessary information not shown on the form.
- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. Enter new Forwarding Address and Phone
- f. Click Continue

To Sign up to Receive Emailed Water Bills

Water/Sewer Billing Service Requests

Step 2 of 3: Enter request details

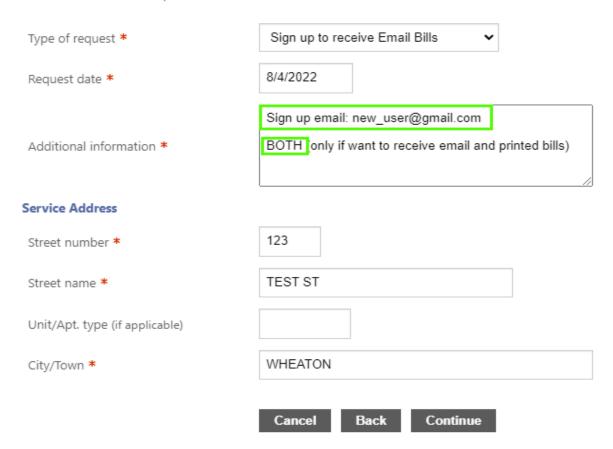


To sign up to receive, change OR discontinue emailed bills, type the email address in Additional information. To receive printed and emailed bills, type BOTH in Additional information as well.

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.



- a. Type of request = **Sign up to receive Email Bills**
- b. Select request date = today's date
- c. Additional information = **Sign up email: your email address**. Enter **BOTH** to receive both email and printed bills.
- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. Click Continue

Change Email Address for Water Bills

Water/Sewer Billing

Service Requests

Step 2 of 3: Enter request details

Step 1	2 3
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To sign up to receive, change OR discontinue emailed bills, type the email address in Additional information. To receive printed and emailed bills, type BOTH in Additional information as well.

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.

Type of request *	Change Email Address for Bills ✓
Request date *	8/4/2022
Additional information *	old email: old_email@gmail.com new email: new_email@gmail.com
Service Address	
Street number *	123
Street name *	TEST ST
Unit/Apt. type (if applicable)	
City/Town *	WHEATON
	Cancel Back Continue

- a. Type of request = **Change Email Address for Bills**
- b. Select request date = today's date
- c. Additional information = **old email:** (your current email address) new email: (your new email address)
- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. Click Continue

Discontinue Emailed Water Bills

Water/Sewer Billing Service Requests

Step 2 of 3: Enter request details

Step 1 2 3

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

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.

Type of request ★	Discontinue Email Bills ✓
Request date *	8/4/2022
Additional information *	stop email: old_email@gmail.com
Service Address	
Street number *	123
Street name *	TEST ST
Unit/Apt. type (if applicable)	
City/Town *	WHEATON
	Cancel Back Continue

- a. Type of request = **Discontinue Email Bills**
- b. Select request date = today's date
- c. Additional information = **stop email:** (your current email address)
- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. Click Continue

Change Billing Address (for Water Bills)

Water/Sewer Billing Service Requests

Step 2 of 3: Enter request details

Step 1 2 3

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

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.

Type of request *	Change Billing Address ✓
Request date *	8/4/2022
Additional information *	New billing address: 999 NEW ST New City, IL 12345
Service Address	
Street number *	123
Street name *	TEST ST
Unit/Apt. type (if applicable)	
City/Town *	WHEATON
	Cancel Back Continue

- a. Type of request = **Change Billing Address**
- b. Select request date = today's date
- c. Additional information = New billing address: (your current address for water bills)
- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. Click Continue

Link Multiple Utility Accounts

Water/Sewer Billing Service Requests

Step 2 of 3: Enter request details



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

To link multiple utility accounts, list all Account Numbers in Additional information.

To change your billing address, enter your new billing address in Additional information.

Autopay setup will take 1 to 2 billing cycles to begin.

Type of request *	Link Multiple Utility Accounts ✓
Request date *	8/4/2022
Additional information *	12345 23456 34567
Service Address	
Street number *	123
Street name *	TEST ST
Unit/Apt. type (if applicable)	
City/Town *	WHEATON
	Cancel Back Continue

- a. Type of request = Link Multiple Utility Accounts
- b. Select request date = today's date
- c. Additional information = enter all 10-digit account numbers to link together on separate lines

- d. Enter Service Address as shown on your Utility Bill. The system will try to validate the address.
- e. NOTE: You <u>must</u> enter a valid email address in Step 1 so we can email you further instructions. Click the **Back** button to enter an email address.

Step 1 2 3

f. Click Continue

Step 3 of 3: Confirm request details

Water/Sewer Billing Service Requests

Step 3 of 3: Confirm request details

Name USER, TEST Address 123 TEST ST WHEATON, IL 60187 Phone 630-111-1111 Email test_user@gmail.com Type of request Link Multiple Utility Accounts Request date 8/4/2022 Additional information 12345 23456 34567 Service address 123 TEST ST WHEATON Enter these validation numbers into the box below them Type the following validation code into the box provided * ☐ I hereby acknowledge that the information I am about to submit is 100% accurate. Cancel Back Submit

- a. Enter the validation numbers into the box.
- b. Check acknowledgement.
- c. Click Submit.