

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.

Name *	<input type="text" value="USER, TEST"/>
Address	<input type="text" value="123 TEST ST"/>
City	<input type="text" value="WHEATON"/>
State *	<input type="text" value="IL"/>
Zip	<input type="text" value="60187"/>
Phone *	<input type="text" value="630-111-1111"/>
Email *	<input type="text" value="test_user@gmail.com"/>

Remember me on this computer

Cancel

Continue

- 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.
- 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.

Click **Resources** for examples.

Type of request *

Setup AutoPay

Request date *

1/1/2022

Additional information *

AutoPay Setup

Sign up for automatic payments? *

Yes No

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 *

Checking Savings

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

Type of request *

Request Final Meter Read

Request date *

8/4/2022

Additional information *

Closing date 8/16/2022

Service Address

Street number *

123

Street name *

TEST ST

Unit/Apt. type (if applicable)

City/Town *

WHEATON

Forwarding Address

Address

456 NEW ST

City

NEW CITY

State

IL

Zip

12345

Phone

222-222-2222

- 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

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.

Click **Resources** for examples.

Type of request *	<input type="text" value="Sign up to receive Email Bills"/>
Request date *	<input type="text" value="8/4/2022"/>
Additional information *	<input type="text" value="Sign up email: new_user@gmail.com"/> <input type="text" value="BOTH only if want to receive email and printed bills)"/>

Service Address

Street number *	<input type="text" value="123"/>
Street name *	<input type="text" value="TEST ST"/>
Unit/Apt. type (if applicable)	<input type="text"/>
City/Town *	<input type="text" value="WHEATON"/>

Cancel

Back

Continue

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

Change Email 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.

Click **Resources** for examples.

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

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

Click **Resources** for examples.

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

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

Click **Resources** for examples.

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

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

Link Multiple Utility Accounts

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.

Click **Resources** for examples.

Type of request *	<input type="text" value="Link Multiple Utility Accounts"/>
Request date *	<input type="text" value="8/4/2022"/>
Additional information *	<input type="text" value="12345
23456
34567"/>

Service Address

Street number *	<input type="text" value="123"/>
Street name *	<input type="text" value="TEST ST"/>
Unit/Apt. type (if applicable)	<input type="text"/>
City/Town *	<input type="text" value="WHEATON"/>

- Type of request = **Link Multiple Utility Accounts**
- Select request date = **today's date**
- 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 **must** enter a valid email address in Step 1 so we can email you further instructions. Click the **Back** button to enter an email address.
- f. Click **Continue**

Step 3 of 3: Confirm request details

Water/Sewer Billing Service Requests

Step 3 of 3: Confirm request details

Step 1 2 3

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**.