

# **Wheaton Online Bill Pay**

## **Frequently Asked Questions**

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- Q. If I sign up for Wheaton Online Bill Pay will I still be mailed a paper copy of the bill?  
A. That decision is up to you. You may choose to receive your bill in either an email format or continue to receive your bill in the mail as usual. Or, you may elect to receive both the email and paper formats.
- Q. Can I view a billing history?  
A. You may view any bill dating back 13 months regardless of when you signed up to participate in City of Wheaton Self Service. The system will ultimately retain 14 months of history.
- Q. Is the e-bill exactly the same as the paper bill I receive?  
A. Your paper bill will not look identical to the e-bill. However, it will contain all of the same information as the paper bill with two exceptions. The e-bill does not indicate the size of your service meter but instead includes the meter number. In addition, the e-bill does not indicate if you AUTO PAY your utility bill.
- Q. Who do I contact with questions about my e-bill?  
A. Please call the City of Wheaton Water Billing Department at (630) 260-2024 Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. or email [waterbilling@wheaton.il.us](mailto:waterbilling@wheaton.il.us).
- Q. If I am responsible for more than one utility billing account can I create only one user name to manage all my accounts?  
A. Yes, a single user name may be created to link multiple accounts by completing a service request.
- Q. Can I pay the bills of multiple accounts using one user name?  
A. Yes. The Wheaton Self Service system has been designed to allow you to pay bills for multiple accounts once the account is linked to your user name.
- Q. Can I overpay my utility account in order to create a credit balance?  
A. The system requires that payments be made against outstanding invoices. Therefore, to create a credit balance on your utility account you must make an overpayment against an unpaid bill.