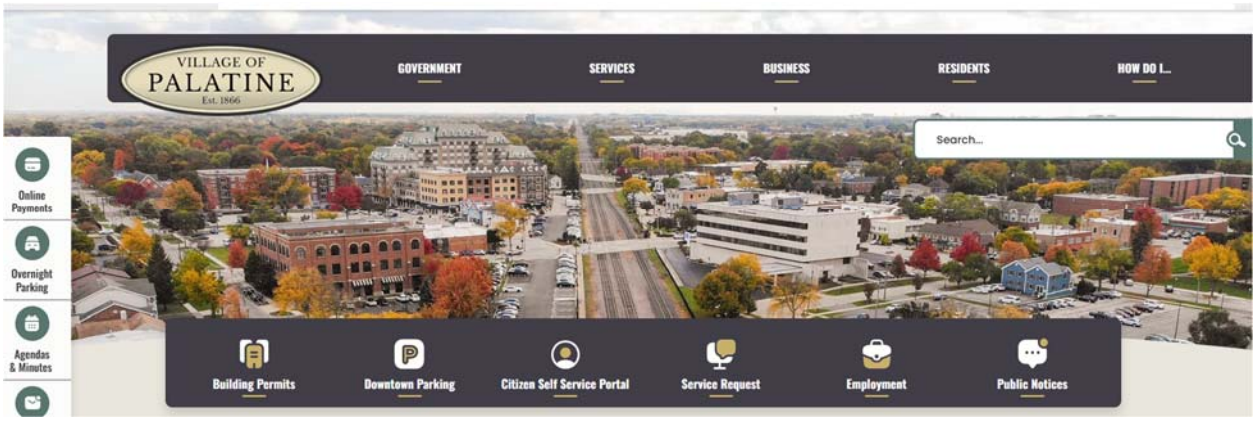
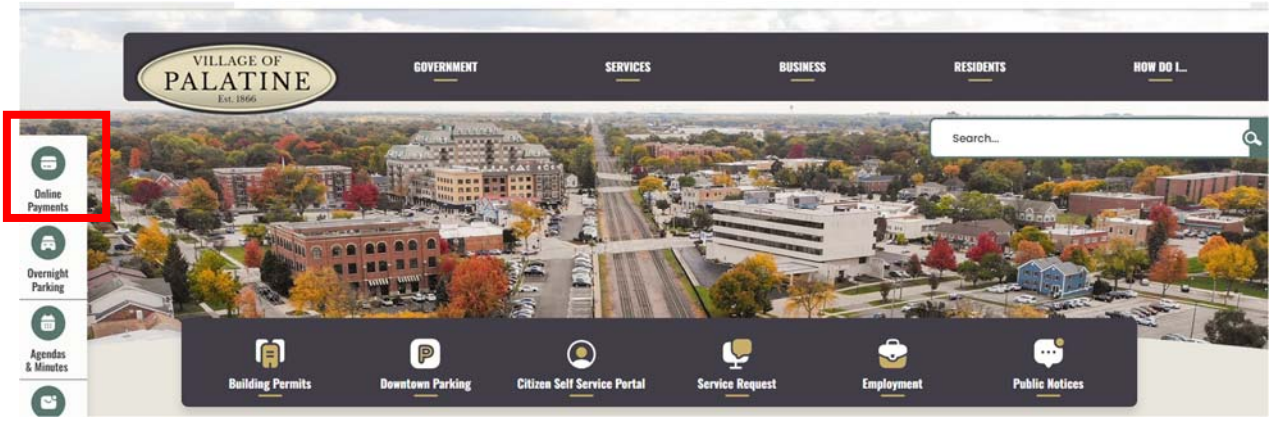
Online Payment Using E-Check

Please be aware that E-checks do not incur a processing fee for successful payments, however any rejected or returned E-Check payments will be charged an additional processing fee. Please ensure that your bank account information is entered correctly.

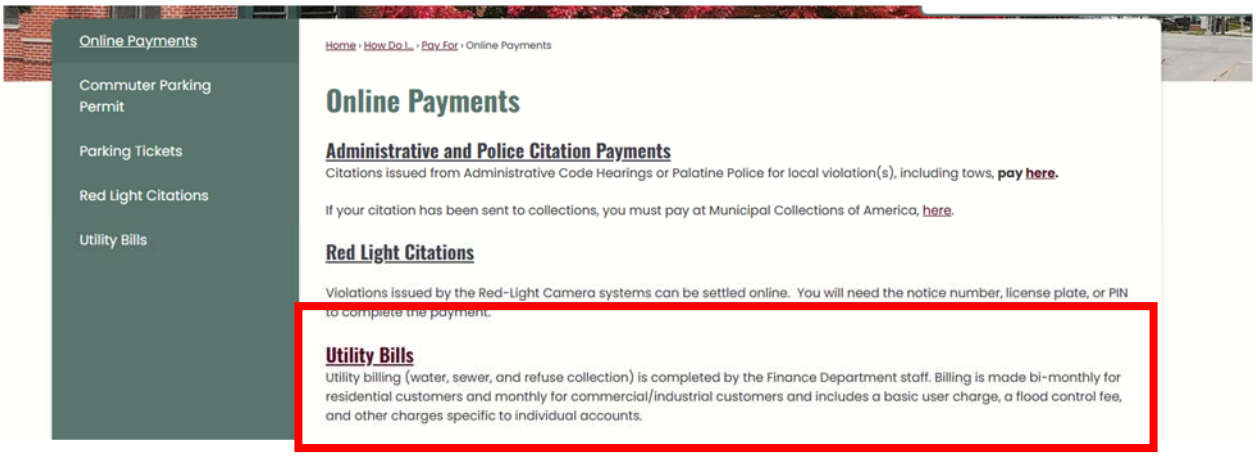
Go to the Village Website – www.palatine.il.us



Choose Online Payments Option

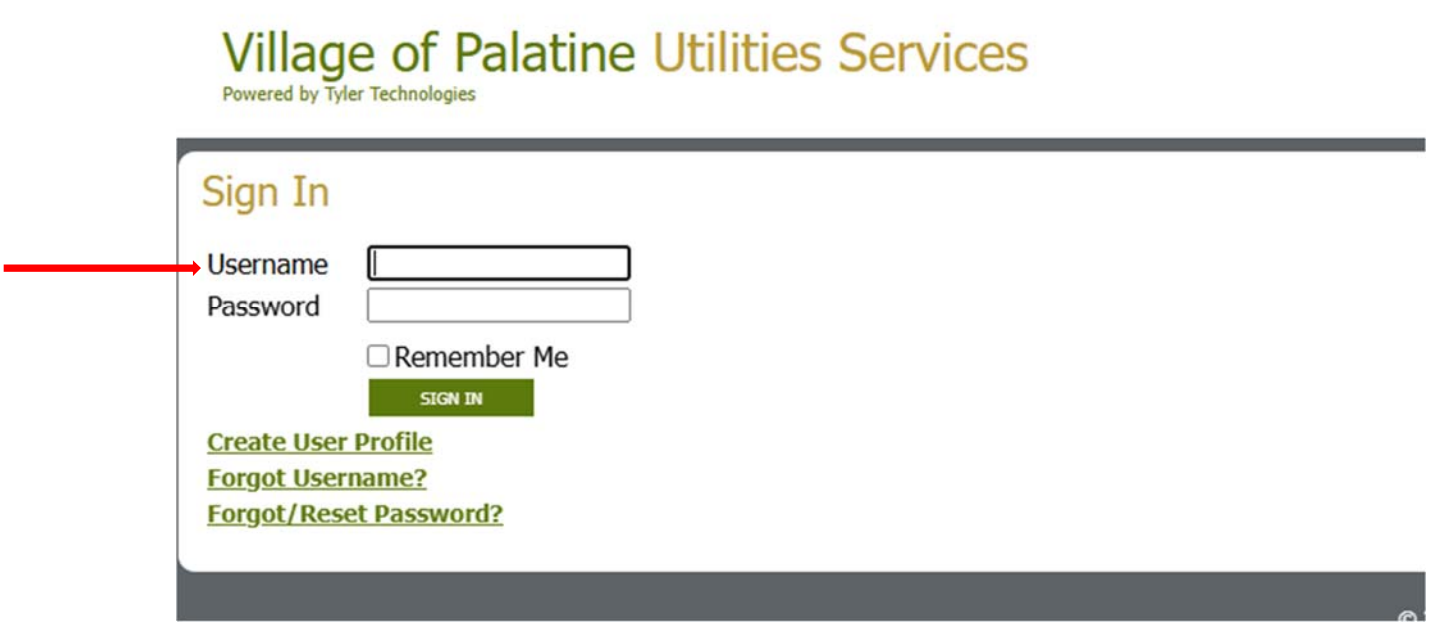


Under Online Payments – Choose the Utility Bills Option

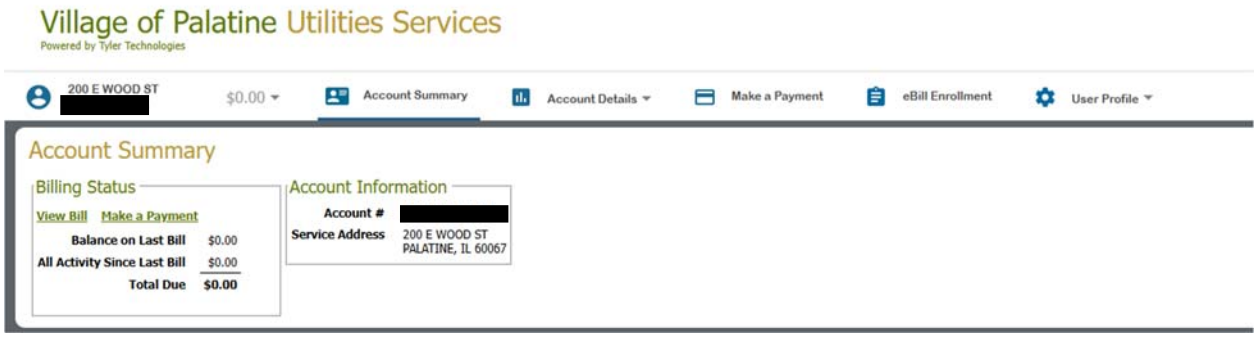


The link will take you to the Village of Palatine Utility Services Portal. Login using your account information.

If you have not created an Online profile – please see instructions for creating a user profile.

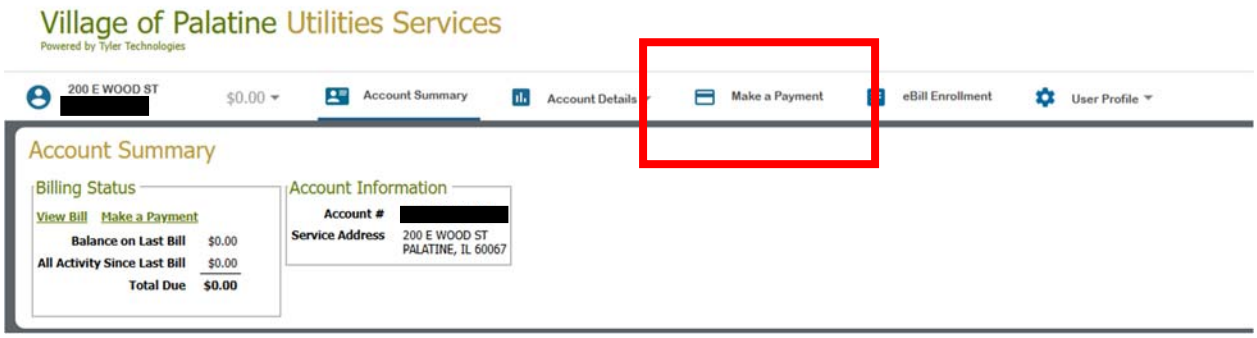


Once logged in, you will see your Account Summary page.

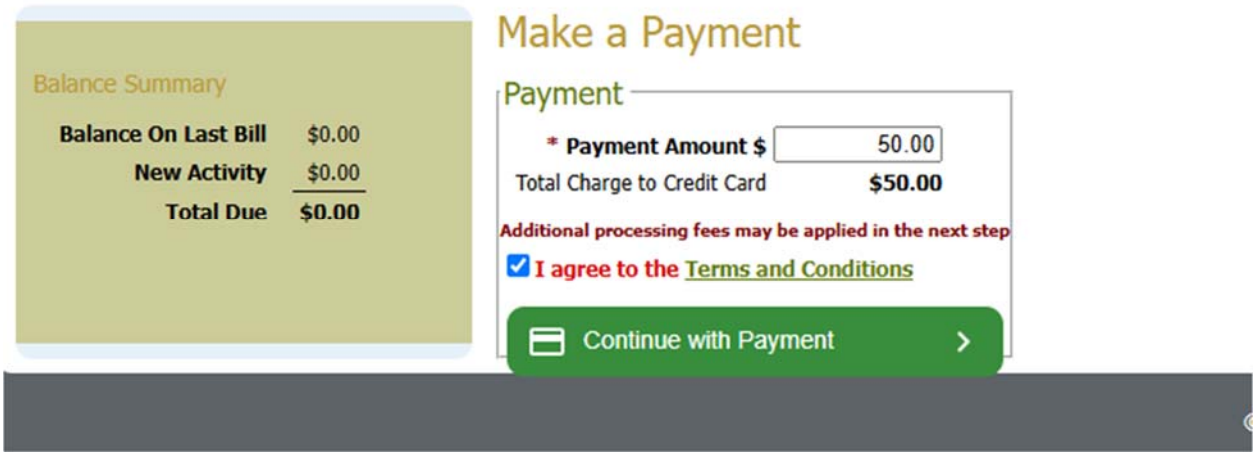


Click on Make a Payment

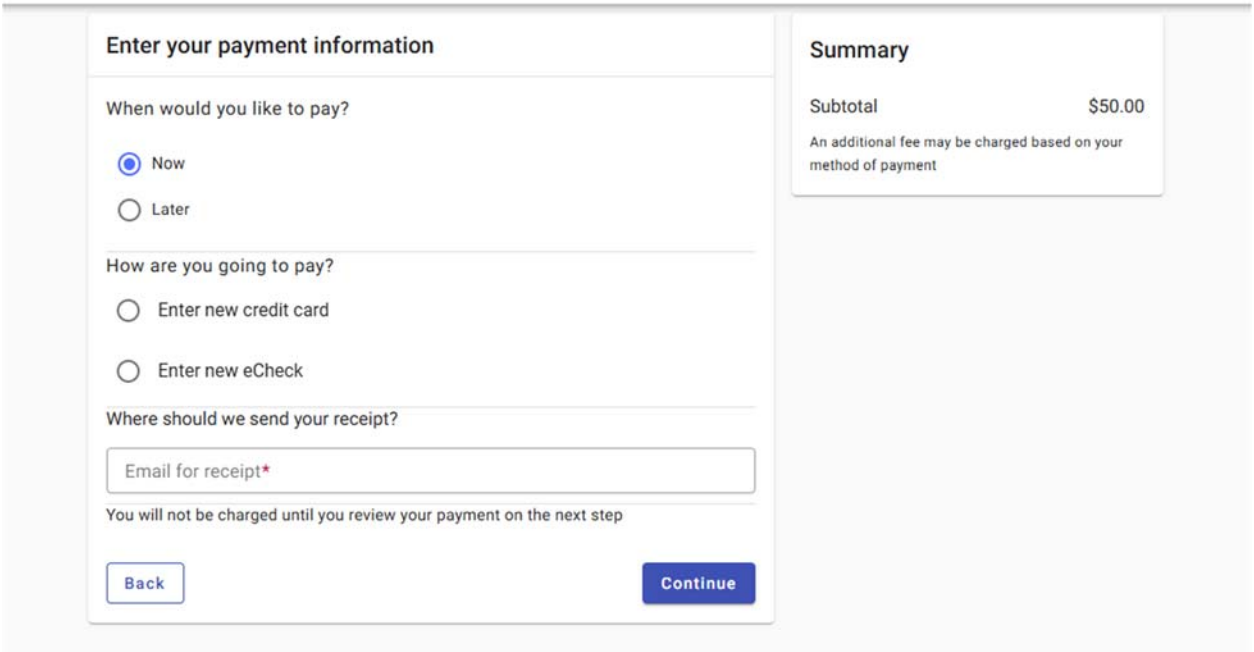
There will also be an option to choose one-time or recurring payments. If you choose to set up recurring payments, payment will be made automatically on your payment due date. Please note recurring bills will not take effect until your next billing cycle.



On the next page – input your Payment Amount. You will also need to read the Terms and Conditions for online payments, and then click the box stating you Agree to the Terms and Conditions. Once complete – Click Continue with Payment.

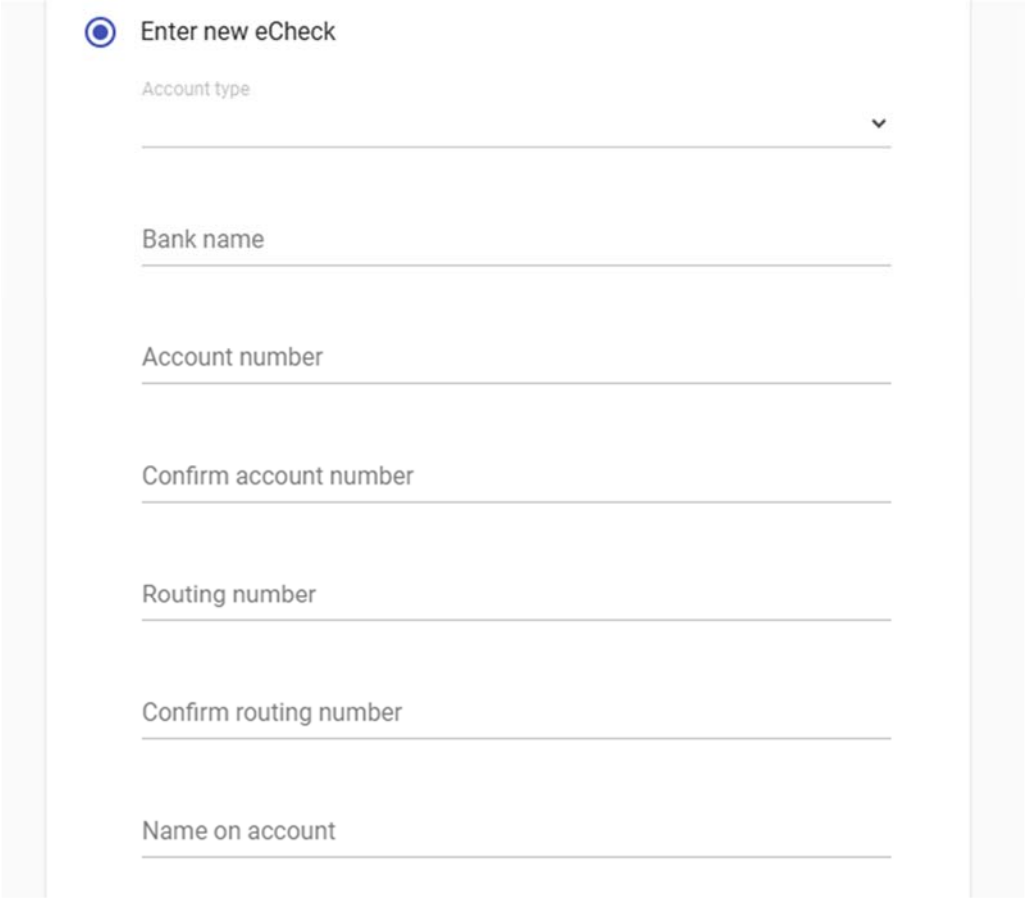


You will be brought to the Payment Processor Portal.



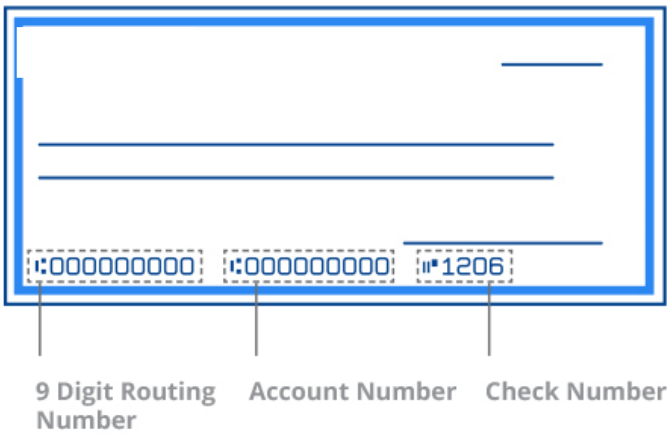
Choose Now, if you would like the payment to be processed immediately. Choose Later if you would like to schedule your payment for a future date.

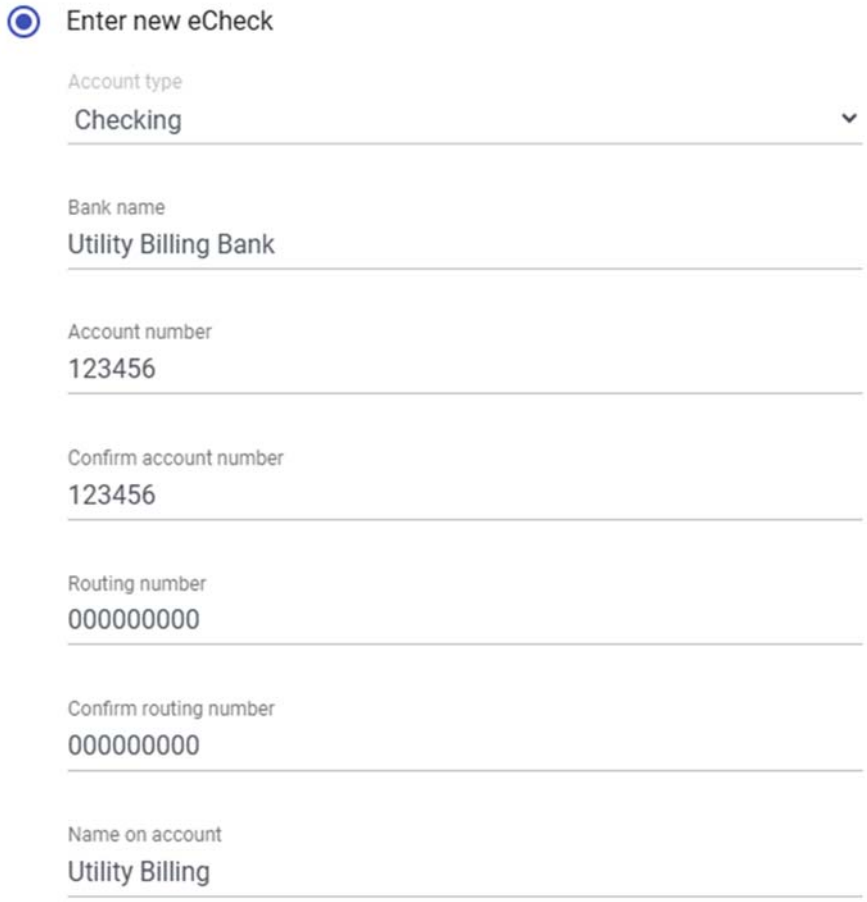
Choose Enter New E-Check. A dropdown will appear for you to enter your check information.



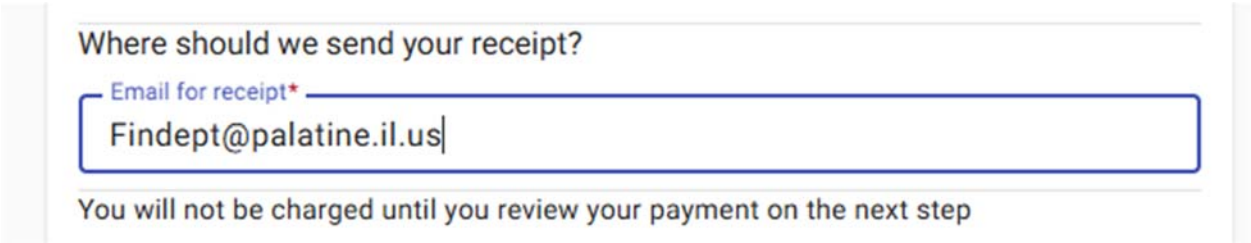
The information above can be found by reviewing your online banking information or looking at a copy of your check. An instruction check image has been provided below.

- Routing numbers are always 9 digits
- You are responsible for your Account Number



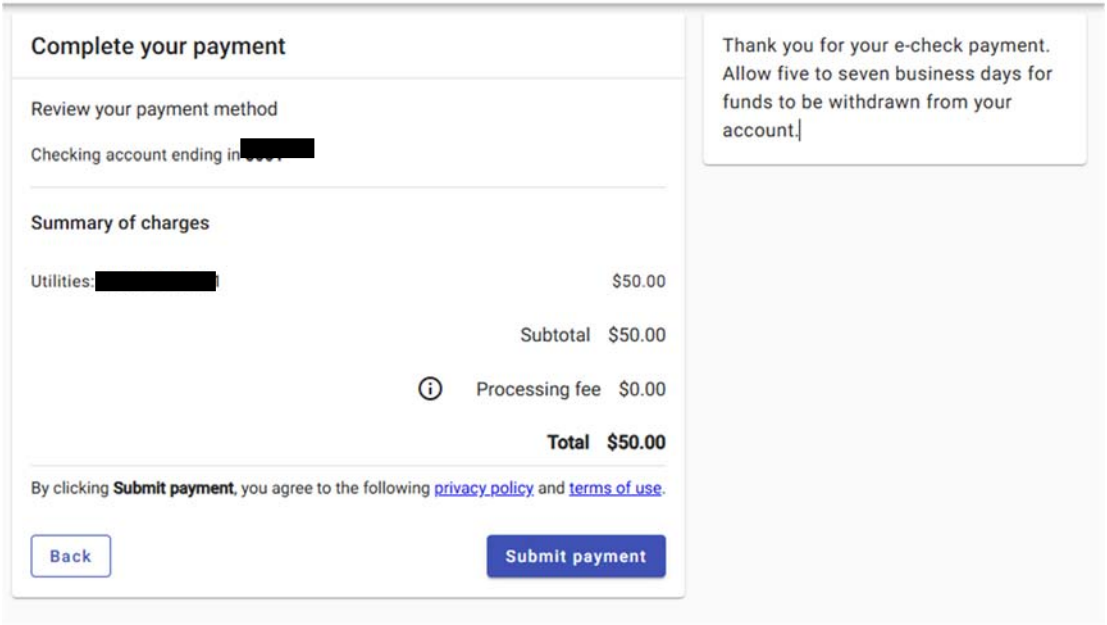
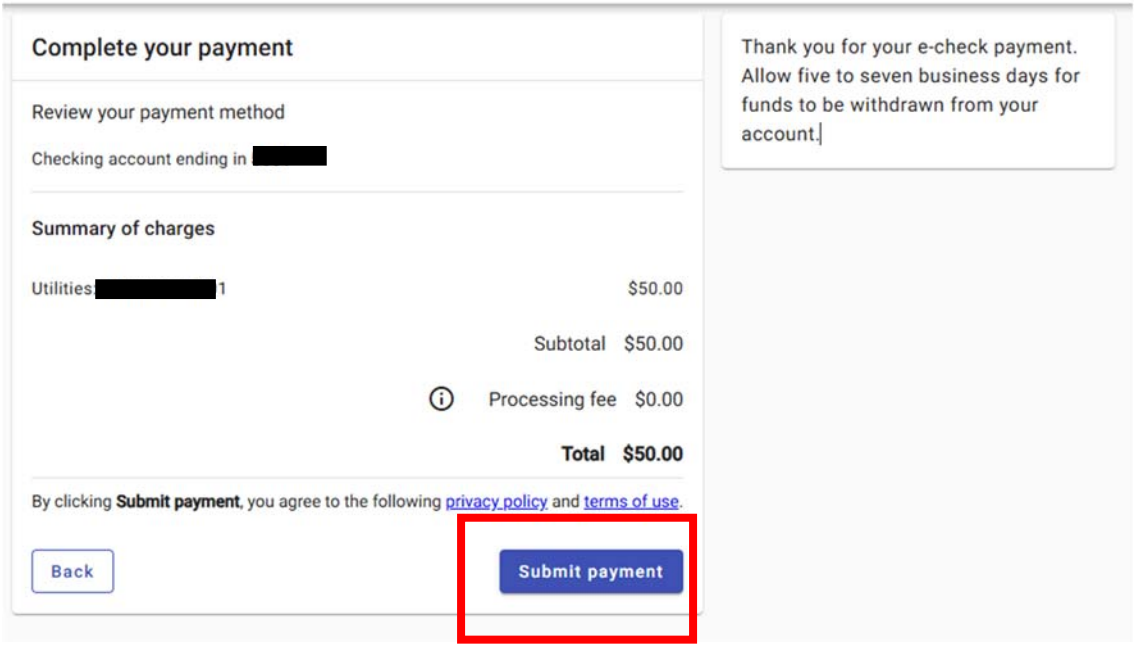


Once E-Check information has been entered, please enter an email for your receipt.



Click Continue. You will be brought to a confirmation page.

Please review all of the information carefully to ensure it is accurate. If information is correct, please hit Submit Payment to complete the transaction. If you need to make any changes, you may hit the back button and proceed to update your payment information.



Once payment has been submitted you will receive a receipt for your transaction. Payments should be reflected on your Utility Account as soon as completed.