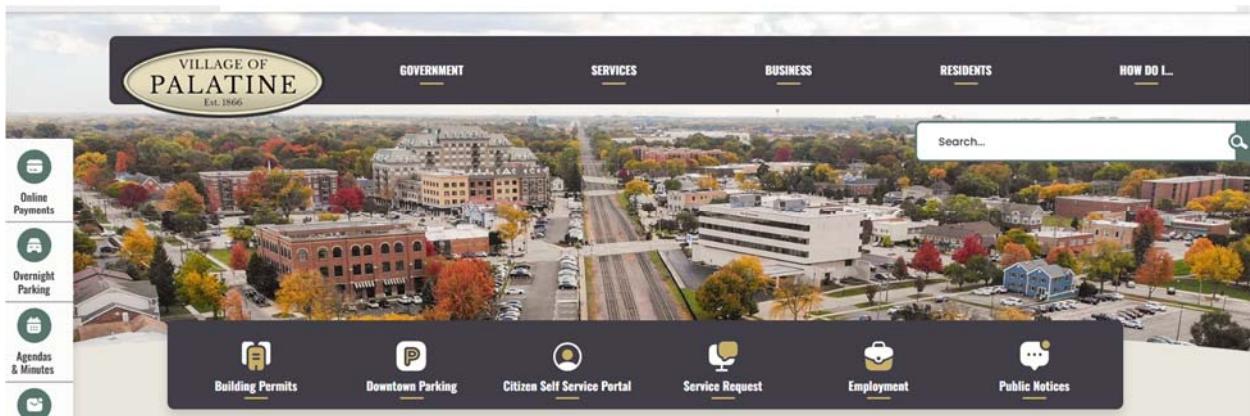


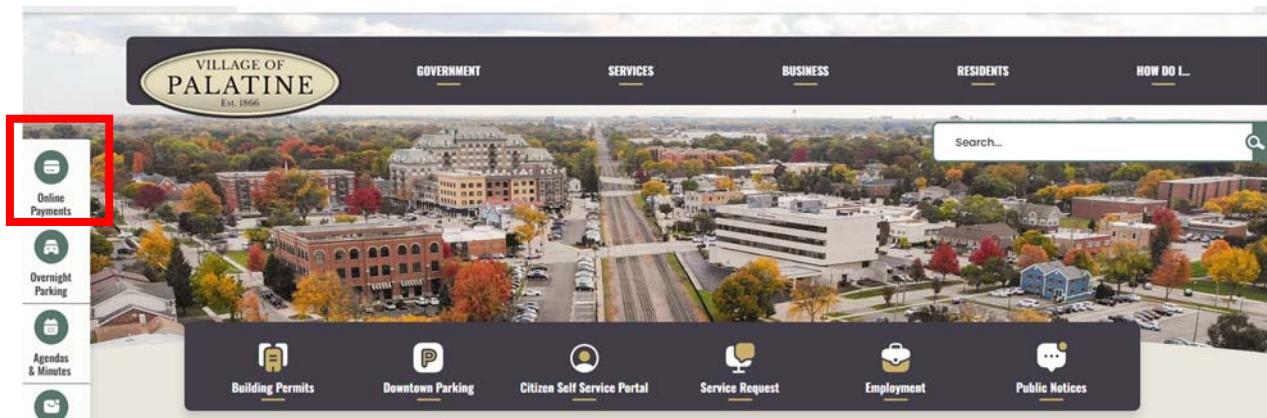
Online Payment Using E-Check

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.

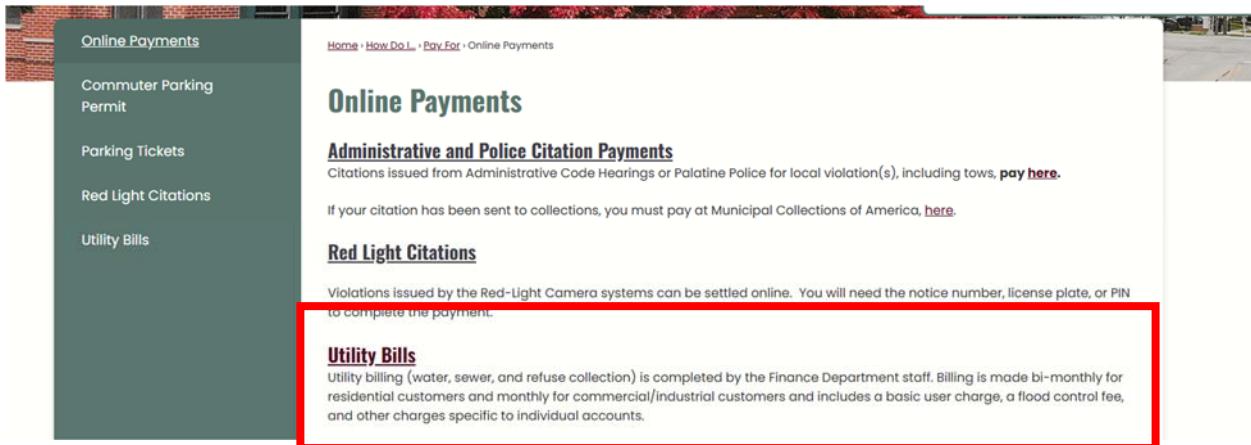
Go to the Village Website – www.palatine.il.us



Choose Online Payments Option



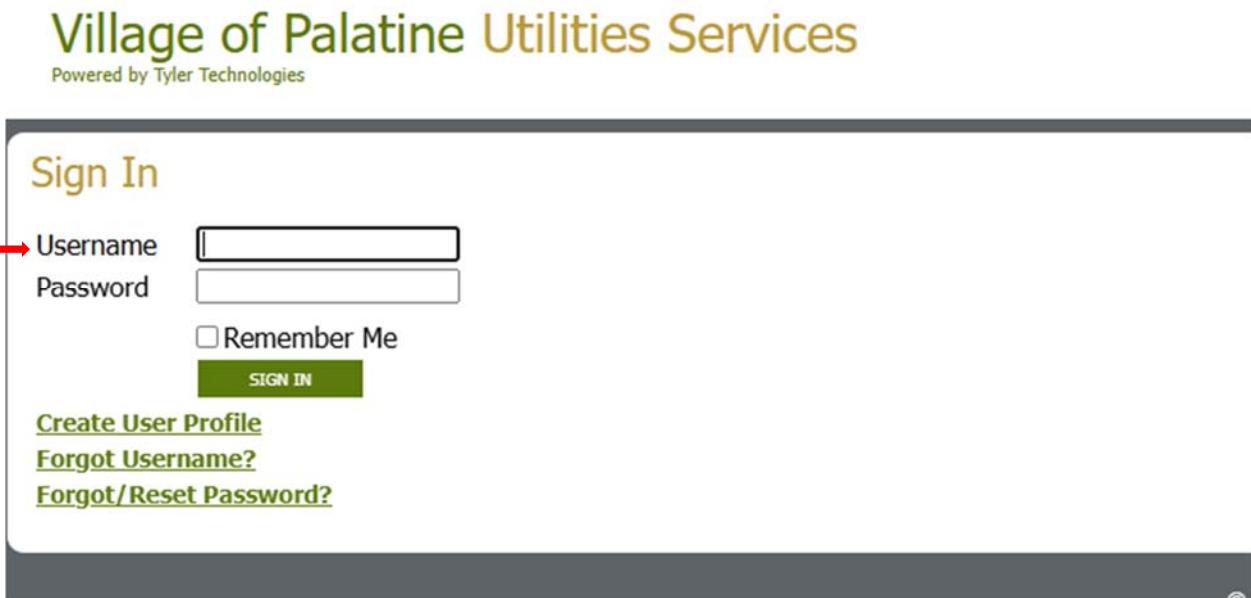
Under Online Payments – Choose the Utility Bills Option



The screenshot shows a navigation menu on the left with options: Online Payments, Commuter Parking Permit, Parking Tickets, Red Light Citations, and Utility Bills. The Utility Bills option is highlighted with a red box. The main content area is titled "Online Payments" and includes sections for "Administrative and Police Citation Payments" and "Red Light Citations". The "Utility Bills" section is highlighted with a red box and contains the following text: "Utility billing (water, sewer, and refuse collection) is completed by the Finance Department staff. Billing is made bi-monthly for residential customers and monthly for commercial/industrial customers and includes a basic user charge, a flood control fee, and other charges specific to individual accounts."

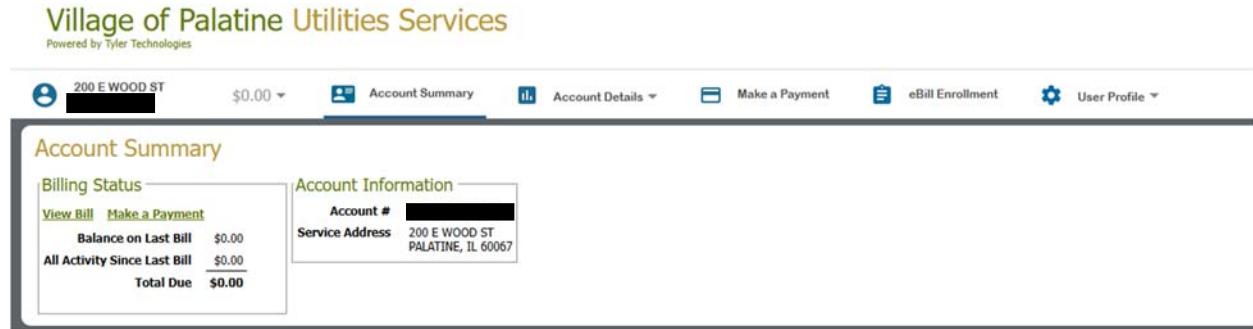
The link will take you to the Village of Palatine Utility Services Portal. Login using your account information.

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



The screenshot shows the "Village of Palatine Utilities Services" sign-in page. It features a "Sign In" button at the top left. Below it are fields for "Username" and "Password", both with red arrows pointing to them. There is also a "Remember Me" checkbox and a "SIGN IN" button. At the bottom of the page are links for "Create User Profile", "Forgot Username?", and "Forgot/Reset Password?".

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



Village of Palatine Utilities Services
Powered by Tyler Technologies

200 E WOOD ST \$0.00 Account Summary Account Details Make a Payment eBill Enrollment User Profile

Account Summary

Billing Status

[View Bill](#) [Make a Payment](#)

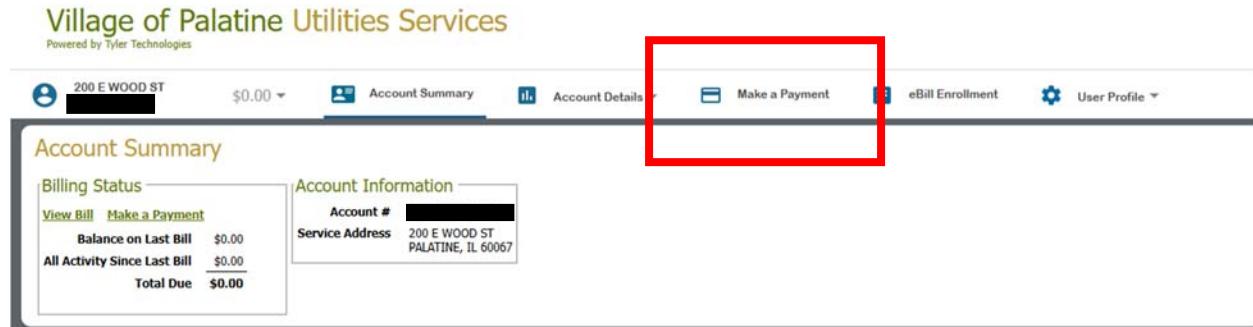
Balance on Last Bill	\$0.00
All Activity Since Last Bill	\$0.00
Total Due	\$0.00

Account Information

Account #	[REDACTED]
Service Address	200 E WOOD ST PALATINE, IL 60067

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.



Village of Palatine Utilities Services
Powered by Tyler Technologies

200 E WOOD ST \$0.00 Account Summary Account Details Make a Payment eBill Enrollment User Profile

Account Summary

Billing Status

[View Bill](#) [Make a Payment](#)

Balance on Last Bill	\$0.00
All Activity Since Last Bill	\$0.00
Total Due	\$0.00

Account Information

Account #	[REDACTED]
Service Address	200 E WOOD ST PALATINE, IL 60067

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.

Balance Summary

Balance On Last Bill	\$0.00
New Activity	<u>\$0.00</u>
Total Due	\$0.00

Make a Payment

Payment

* **Payment Amount \$**

Total Charge to Credit Card **\$50.00**

Additional processing fees may be applied in the next step

I agree to the Terms and Conditions

▶

You will be brought to the Payment Processor Portal.

Enter your payment information

When would you like to pay?

Now

Later

How are you going to pay?

Enter new credit card

Enter new eCheck

Where should we send your receipt?

You will not be charged until you review your payment on the next step

Summary

Subtotal	\$50.00
An additional fee may be charged based on your method of payment	

[Back](#) [Continue](#)

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.

Enter new eCheck

Account type

Bank name

Account number

Confirm account number

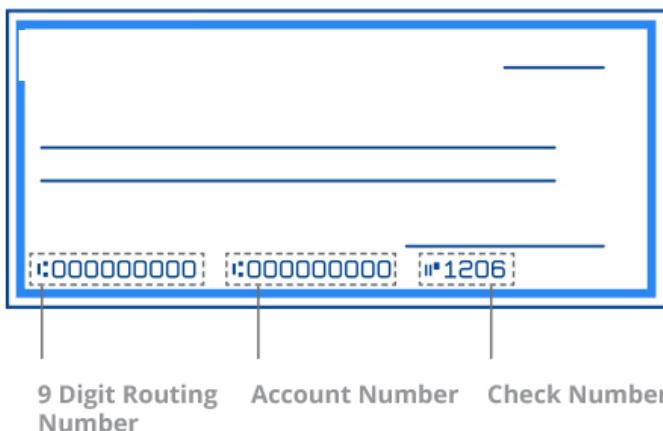
Routing number

Confirm routing number

Name on account

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



⑤ Enter new eCheck

Account type

Checking



Bank name

Utility Billing Bank

Account number

123456

Confirm account number

123456

Routing number

000000000

Confirm routing number

000000000

Name on account

Utility Billing

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

Where should we send your receipt?

Email for receipt*

Findept@palatine.il.us

You will not be charged until you review your payment on the next step

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.

Complete your payment

Review your payment method
Checking account ending in [REDACTED]

Summary of charges

Utilities: [REDACTED]	\$50.00
Subtotal \$50.00	
① Processing fee	\$0.00
Total \$50.00	

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

[Back](#) [Submit payment](#)

Thank you for your e-check payment.
Allow five to seven business days for
funds to be withdrawn from your
account.]

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.

Complete your payment

Review your payment method
Checking account ending in [REDACTED]

Summary of charges

Utilities: [REDACTED] 1	\$50.00
Subtotal \$50.00	
① Processing fee	\$0.00
Total \$50.00	

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

[Back](#) [Submit payment](#)

Thank you for your e-check payment.
Allow five to seven business days for
funds to be withdrawn from your
account.]