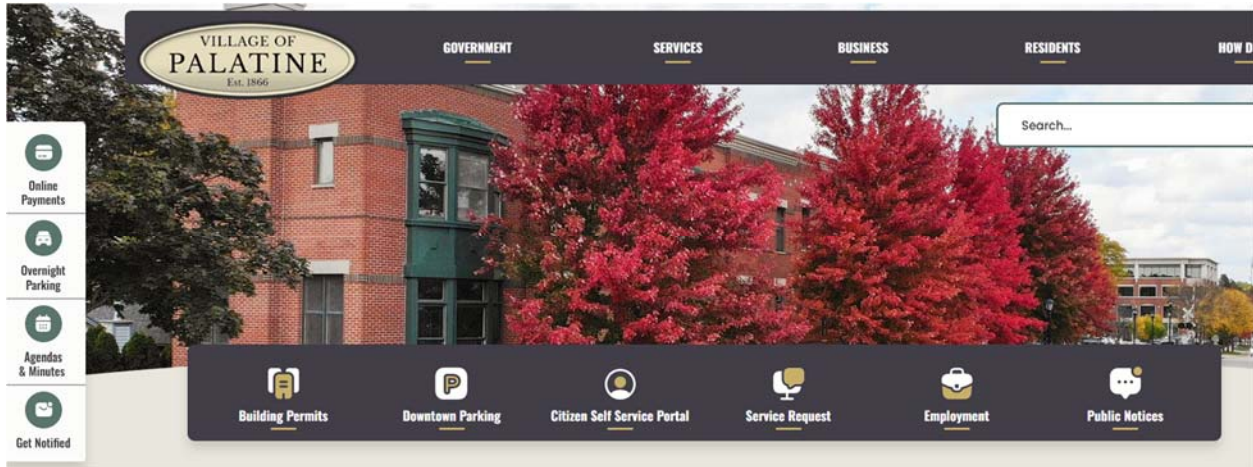
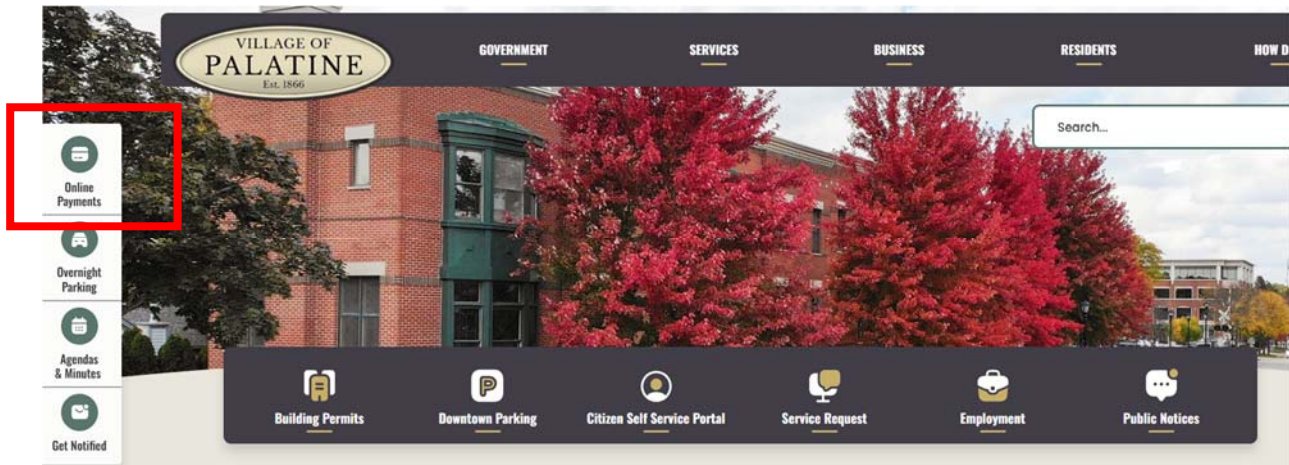


CREATING A USER PROFILE FOR ONLINE UTILITY BILLING PORTAL

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 web interface for online payments. On the left is a dark green sidebar with white text links: "Commuter Parking Permit", "Parking Tickets", "Red Light Citations", and "Utility Bills". The main content area has a white background. At the top, the heading "Online Payments" is in a bold, dark blue font. Below it, there are three sections: "Administrative and Police Citation Payments" (with a link to "pay here"), "Red Light Citations" (with a link to "here"), and "Utility Bills" (which is highlighted with a red rectangular border). The "Utility Bills" section contains the text: "Utility billing (water, sewer, and refuse collection) is completed by the Finance Department staff. Billing is made bi-monthly for".

Commuter Parking Permit

Parking Tickets

Red Light Citations

Utility Bills

Online Payments

Administrative and Police Citation Payments

Citations issued from Administrative Code Hearings or Palatine Police for local violation(s), including tows, **pay [here](#)**.

If your citation has been sent to collections, you must pay at Municipal Collections of America, [here](#).

Red Light Citations

Violations issued by the Red-Light Camera systems can be settled online. You will need the notice number, license plate, or PIN to complete the payment.

Utility Bills

Utility billing (water, sewer, and refuse collection) is completed by the Finance Department staff. Billing is made bi-monthly for

The link will take you to the Village of Palatine Utility Services Portal.

The screenshot shows the "Village of Palatine Utilities Services" portal. The header features the title "Village of Palatine Utilities Services" in a large, green, sans-serif font, with the tagline "Powered by Tyler Technologies" in a smaller font below it. The main content area is titled "Sign In" in a large, bold, green font. Below the title are two input fields for "Username" and "Password". There is a checkbox labeled "Remember Me" and a green "SIGN IN" button. At the bottom of the sign-in section, there are three links: "Create User Profile", "Forgot Username?", and "Forgot/Reset Password?".

Village of Palatine Utilities Services

Powered by Tyler Technologies

Sign In

Username

Password

☐ Remember Me

SIGN IN

[Create User Profile](#)

[Forgot Username?](#)

[Forgot/Reset Password?](#)

Choose the option to Create User Profile

Village of Palatine Utilities Services

Powered by Tyler Technologies

Sign In

Username

Password

☐ Remember Me

SIGN IN

[Create User Profile](#)

[Forgot Username?](#)

[Forgot/Reset Password?](#)

On the next page, you will need to enter in your Utility Billing Account Number, as well as the Last Name or Business Name as it appears on your bill. If you do not know your account number or need additional help with this step, please contact the **Village of Palatine Utility Billing Department** at (847) 359 – 9082.

Village of Palatine Utilities Services

Powered by Tyler Technologies

Confirm account

Provide the following information to create an account.

* Account Number Including any dashes (ie. 002923-001)

* Last Name Your full last name

CONFIRM ACCOUNT

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Once you information has been entered – click on Confirm Account. You will then be asked to create a username and password to use when logging into your account.

Village of Palatine Utilities Services

Powered by Tyler Technologies

Activate Your Account

Complete the form below to begin the account activation process.

Create Your Account

Username	<input type="text" value="UtilityBilling"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
Email	<input type="text" value="findept@palatine.il.us"/>
Confirm Email	<input type="text" value="findept@palatine.il.us"/>
<input type="button" value="REGISTER"/>	

Once you have input all of your account information – click on Register. You will receive notification that an email has been sent to the email account you registered with.

Village of Palatine Utilities Services

Powered by Tyler Technologies

Activate Your Account

Create your account.

An email has been sent to your email address containing an account activation link.

Go to the email account used for the account. You should have received an email requesting that you complete the registration process.

Village of Palatine - Utilities Portal Account Creation Requested



DONOTREPLY
To: Finance Department

Reply Reply All Forward
Thu 04/03/20

Welcome to the Village of Palatine's Utility Portal. The Utility Portal makes it easier than ever to manage your Village Utility account.

We have received your request to create an account on Thursday, April 3, 2025 9:20 AM.

Please, [Click here to finish creating your account.](#)

If you did not request to create an account and feel that you have received this email in error, please contact Customer Service by calling [\(847\)359-9082](tel:847359-9082). Use this number if you have any questions or concerns about the utility portal.

Once again, thank you for enrolling in the utility portal. We are pleased to provide the latest tools to help you manage your account.

Best regards,

Village of Palatine

You will now automatically receive important notifications from the Village of Palatine. To opt-out, please [click here](#).

Click on the Link that states "Click here to finish creating your account." Once you have clicked this link you will be taken to your Account Activation Confirmation.

Village of Palatine Utilities Services

Powered by Tyler Technologies

Account Activation Confirmation

USERNAME

UtilityBilling

Confirmation has been received and your account has been activated.

[Click to login.](#)

You have now completed the creation of your Utility Services Online account. You may use the Click to Login link to access your account. You may also use to the Online Payments link on the Village of Palatine Homepage to access your account.

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

Service Address

200 E WOOD ST
PALATINE, IL 60067