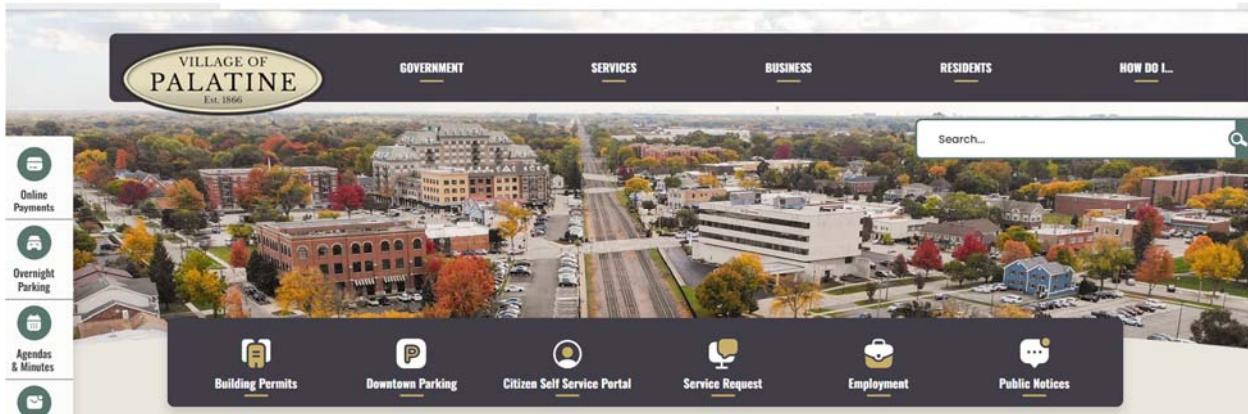


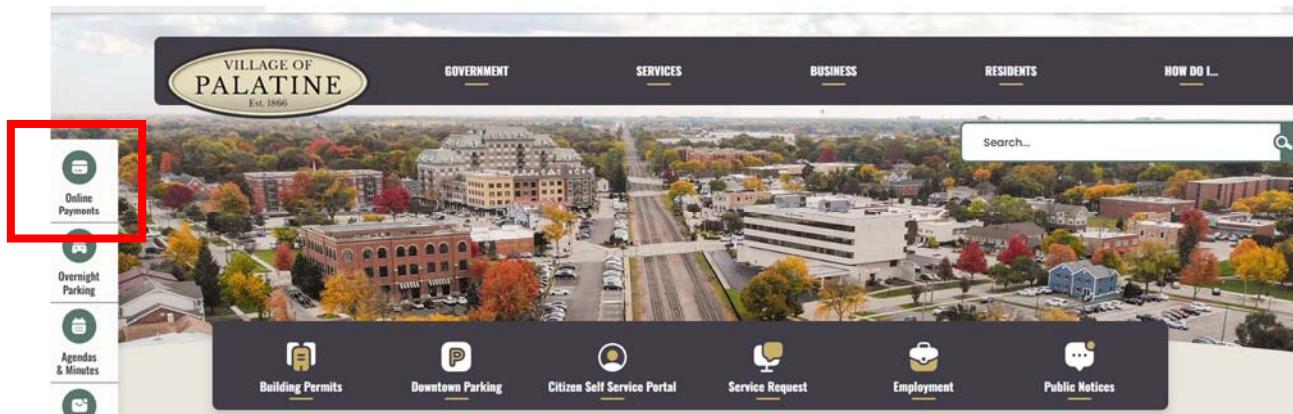
Online Payment Using Credit Card

Please be aware that Village of Palatine will pass along the fees associated with all credit card payments from the processor to the consumer.

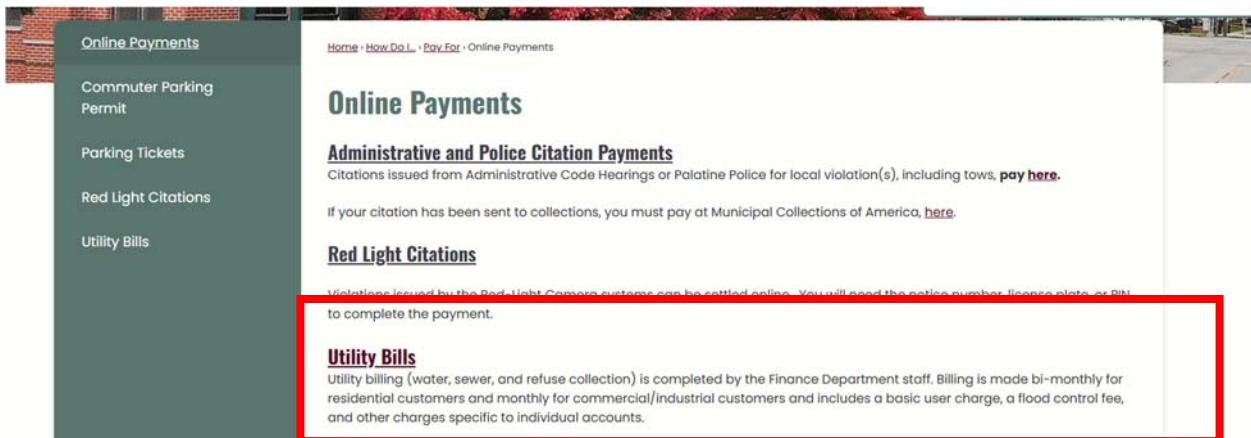
Go to the Village Website – www.palatine.il.us



Choose Online Payments Option



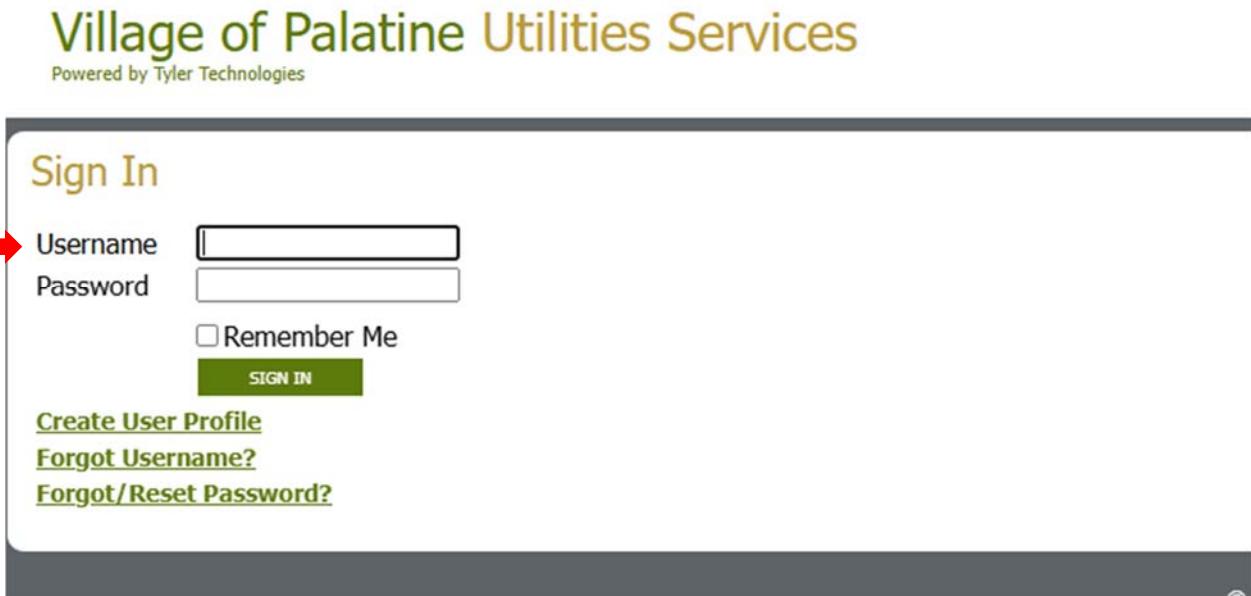
Under Online Payments – Choose the Utility Bills Option



The screenshot shows a navigation menu on the left with links for Online Payments, Commuter Parking Permit, Parking Tickets, Red Light Citations, and Utility Bills. The main content area is titled "Online Payments" and includes sections for "Administrative and Police Citation Payments" and "Red Light Citations". A red box highlights the "Utility Bills" section, which contains text about utility billing for water, sewer, and refuse collection, completed by the Finance Department staff. Billing is bi-monthly for residential customers and monthly for commercial/industrial customers, including 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.

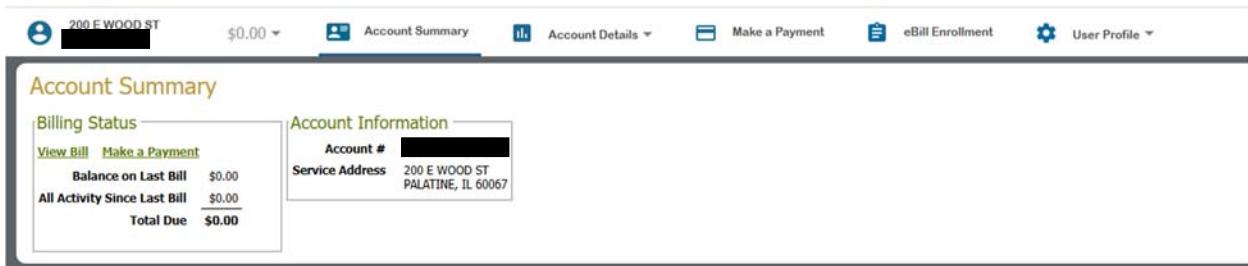


The screenshot shows the "Sign In" page for the Village of Palatine Utilities Services. It features a "Sign In" heading, "Username" and "Password" input fields, a "Remember Me" checkbox, and a "SIGN IN" button. Below the input fields are links for "Create User Profile", "Forgot Username?", and "Forgot/Reset Password?". A red arrow points to the "Username" input field.

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](#)

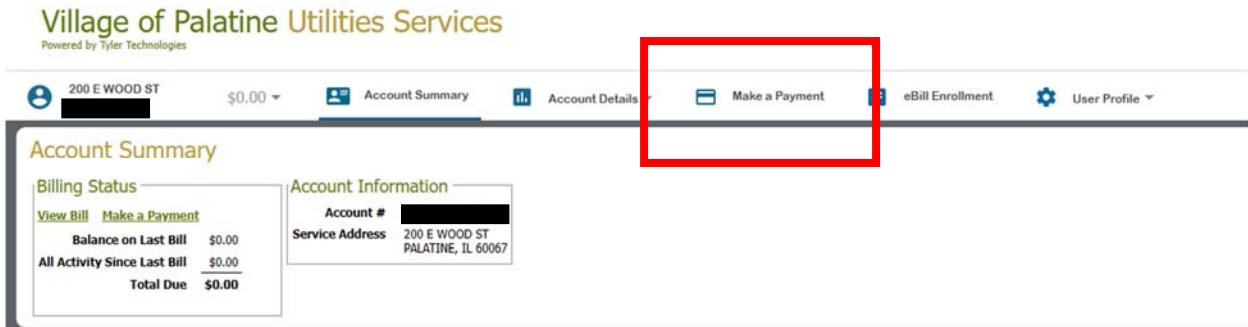
Balance on Last Bill	\$0.00
All Activity Since Last Bill	\$0.00
Total Due	\$0.00

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.



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

Account Summary

Billing Status

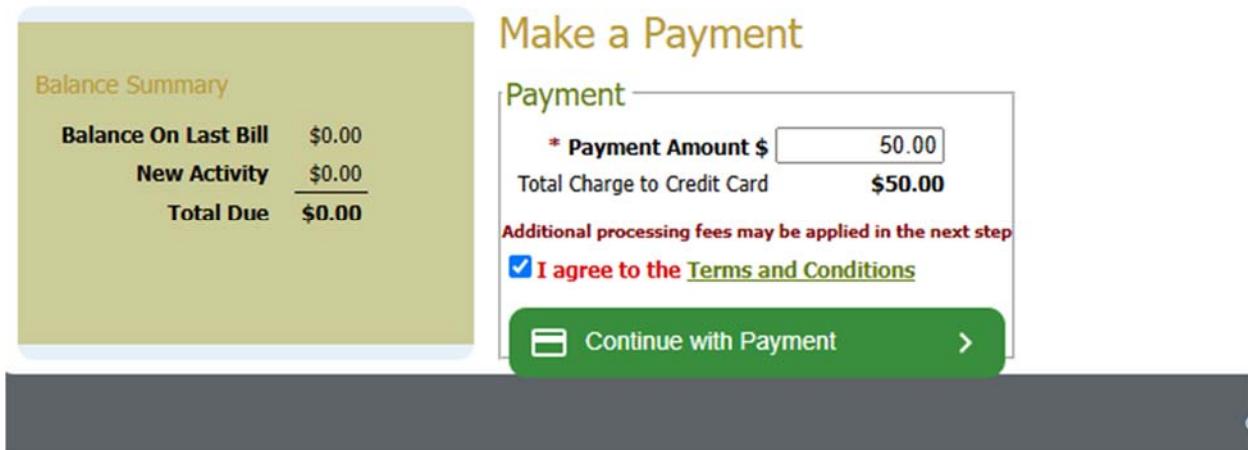
[View Bill](#) [Make a Payment](#)

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.



Make a Payment

Balance Summary

Balance On Last Bill	\$0.00
New Activity	\$0.00
Total Due	\$0.00

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](#)

Continue with Payment

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?

Email for receipt*

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

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

Summary

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

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 Credit Card. A dropdown will appear for you to enter your credit card information.

How are you going to pay?

Enter new credit card

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Security code

Enter new credit card

Card number
0000 0000 0000 0000

MM
04

YYYY
2025

Cardholder name
Utility Billing

Address
200 E Wood Street

Billing ZIP code
60067

Security code
000

Once you have chosen to pay by Credit Card, you will notice that in the right-hand corner of the screen, the summary now reflects the addition of the credit card processing fees.

<p>Enter your payment information</p> <p>When would you like to pay?</p> <p><input checked="" type="radio"/> Now</p> <p><input type="radio"/> Later</p> <p>How are you going to pay?</p> <p><input checked="" type="radio"/> Enter new credit card</p>		<p>Summary</p> <table> <tr> <td>Subtotal</td> <td>\$50.00</td> </tr> <tr> <td>Processing fee</td> <td>\$2.50</td> </tr> <tr> <td>Total</td> <td>\$52.50</td> </tr> </table>	Subtotal	\$50.00	Processing fee	\$2.50	Total	\$52.50
Subtotal	\$50.00							
Processing fee	\$2.50							
Total	\$52.50							

Once credit card information has been entered, please enter an email for your receipt.

<p>Where should we send your receipt?</p> <p>Email for receipt* <input type="text" value="Findept@palatine.il.us"/></p>
<p>You will not be charged until you review your payment on the next step</p>

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

<p>Complete your payment</p> <p>Review your payment method</p> <p>Mastercard ending in [REDACTED] Expiration date [REDACTED]</p> <p>Summary of charges</p> <table> <tr> <td>Utilities: [REDACTED]</td> <td>\$50.00</td> </tr> <tr> <td colspan="2">Subtotal \$50.00</td> </tr> <tr> <td><input checked="" type="radio"/> Processing fee \$2.50</td> <td></td> </tr> <tr> <td colspan="2">Total \$52.50</td> </tr> </table> <p>By clicking Submit payment, you agree to the following privacy policy and terms of use.</p> <p>Back Submit payment</p>	Utilities: [REDACTED]	\$50.00	Subtotal \$50.00		<input checked="" type="radio"/> Processing fee \$2.50		Total \$52.50		<p>Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.</p>
Utilities: [REDACTED]	\$50.00								
Subtotal \$50.00									
<input checked="" type="radio"/> Processing fee \$2.50									
Total \$52.50									

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

Mastercard ending in [REDACTED]
Expiration date [REDACTED]

Summary of charges

Utilities: [REDACTED]	\$50.00
Subtotal	\$50.00
Processing fee	\$2.50
Total	\$52.50

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

[Back](#) Submit payment

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.