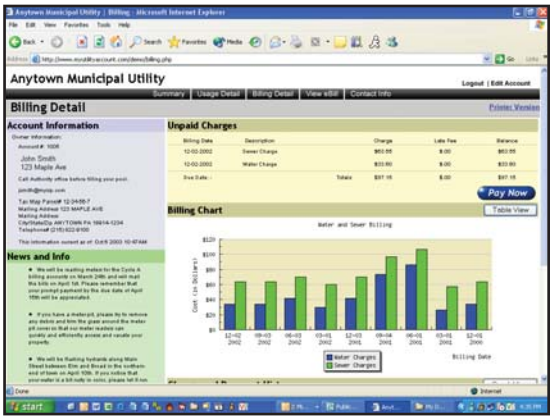
On-Line Utility Bill Management System

In an effort to provide our residents with an additional level of customer service, the Village of Grayslake is pleased to offer the Utility Bill Management System. This service is a convenient way to pay your monthly utility bill and look up account information. Access is fast, easy and secure.

The Utility Bill Management System is available through the internet 24 hours a day and provides:

- Secure and easy bill payment with a credit card
- Statement viewing to check on current balances and due dates
- Access to billing history and payments
- Access to water usage history for the previous two years
- Electronic billing enrollment / viewing



Getting Started...

1. Access the Village of Grayslake website at www.VillageofGrayslake.com and click on the "Online Payments" button on the right hand side of the screen. Please have your account number available to complete the login process.

2. At the login page enter your account number (do not include the dash) in the Account Number Field and re-enter the same number in the Password Field. After successfully logging on for the first time you will be directed to a Welcome Screen that requires a current e-mail address be entered.

3. The Welcome Screen will also provide an opportunity to enroll in eBill. Please indicate that you have read the terms and conditions by checking the box. If you are not interested in receiving an eBill this field requires no change, as it is pre-populated with your current choice of billing.

4. Additionally, please change your account password in the last area on the Welcome Screen to secure future logins. Passwords can be changed by clicking on the edit profile link within your customer account screens at anytime.

5. Once you have completed the Welcome Screen, click the save button and the system will redirect you to your Utility Account Summary. Your account history will be available to view 24 hours after completing the initial login process. An e-mail confirmation will be automatically generated and sent to you at your provided e-mail address.

Paying Your Bill...

Paying your bill is easy! Simply logon to the Utility Bill Management System and click on the Pay Now button located on the summary screen that appears after logon. Your current balance will default in the amount field within the secure credit card payment screens. After confirming your payment/credit card information, click the submit button. Your payment will post to your account after 48 hours. All pending payments will appear in the Payment Pending section of your account summary screen. Past due accounts pending shut-off should not be paid on-line.

For assistance with the new *On-Line Utility Bill Management System*, please contact the **Village Finance Department** by calling **(847) 223-8515**.

VILLAGE OF grayslake est. 1895

10 South Seymour Avenue
Grayslake, Illinois 60030

Phone: 847.223.8515
Fax: 847.223.4821

www.villageofgrayslake.com