E-Bill Frequently Asked Questions

Q. What is Naperville's e-Bill service?
A. Naperville's e-Bill service is an electronic method of viewing and paying your Naperville utility bill(s) on the Internet. Access to your e-Bill is available 24 hours a day, 7 days a week from any Internet-enabled computer in a safe and secure manner.

Q: What is an e-Bill?
A: An e-Bill is an electronic version of your monthly City of Naperville utility bill. An email is sent to you each month at your chosen email address to inform you that your newest e-Bill is available.

Q: How can I pay my e-Bill?
A: The City of Naperville offers many e-Bill payment options. You may choose to pay your e-Bill with your VISA, MasterCard, Discover, American Express, or electronic funds transfer from your bank account. You have the option of paying your e-bill as soon as it is available or you can schedule a later payment date. You may also choose to set up an automatic payment rule to allow the bill total to be directly debited from your credit card or checking account. The choice is yours.

Q: If I participate in the Bank Drafting program, can I use the e-Bill service?
A: Yes. If you are participating in the City of Naperville's Bank Drafting program, you can still sign up to receive your statement electronically and eliminate the paper bill.

Q: Will I still receive a paper copy of the bill through the U.S. mail?
A: No. When you sign up for e-Bill service you agree to allow the City of Naperville to discontinue your paper bill after two (2) billing cycles. You may view your e-Bills for up to six months online.

Q: How do I obtain a copy of my bill when using Naperville's e-Bill service?
A: In your e-Bill Inbox, simply click on the bill description link to see an exact duplicate of your paper bill. Using Adobe Acrobat Reader, you may save your e-bill to your computer or print it if you would like to keep a paper copy. Adobe Acrobat Reader is available as a free download from http://get.adobe.com/reader/.

Q: Can I store or view paid e-Bills?
A: You can view paid e-Bills in your Inbox or store them in your Archive for up to six months. Using Adobe Acrobat Reader, you may save your e-Bill to your computer if you require more extensive storage. Adobe Acrobat Reader is available as a free download from http://get.adobe.com/reader/.

Q: If I have a question about my e-bill, who do I call?
A: Call the City of Naperville customer service. Hours of operation are available on the City Finances page.

Q: Do I need any special hardware or software to sign up for online bill payment?
A: No. Special hardware or software is not required to use Naperville's e-Bill service. You only need Internet access and your browser. If you are interested in saving a copy of your e-Bill to your computer, you will need to use Adobe Acrobat Reader available free from http://get.adobe.com/reader/.

Q: If an account is in my spouse's name, can I still sign up for e-Bill?
A: Yes. However, please make sure to use the correct account number as it appears on your spouse's monthly City of Naperville paper bill.

Q: Is Naperville's e-bill the same as my monthly utility paper statement?
A: Naperville's e-bill is your regular statement in an electronic format. The e-bill provides the same usage, payment, and date information as your monthly City of Naperville paper bill.

Q: Will I receive a reminder that I have an e-Bill due?
A: Yes, you will receive an e-mail notification reminding you that your e-bill is ready to be viewed.

Q: How do I cancel e-Bill?
A: After you have logged in, choose Account Setup - Accounts. Then choose to remove account. You may also contact a City of Naperville customer service representative at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: Can I pay other City of Naperville bills through the Naperville's e-Bill service?
A: No. At this time, Naperville's e-Bill service is only available to City of Naperville utility customers.

Q: Is Naperville's e-bill available for business or commercial customers?
A: Yes, it is available to all City of Naperville utility customers.

Security/Passwords

Q: How secure is my bill payment and personal information?
A: Naperville's e-Bill service uses several methods to ensure that your information is secure.

- User ID and Password: You choose your own unique user id and password. Only those with your user id and password are able to sign into your account.
- Automatic Sign Out: Naperville's e-Bill service automatically signs you out of a session if you are inactive for more than ten minutes. We recommend you sign out immediately after you are finished scheduling and making payments.
- SSL (secure sockets layer): Naperville's e-Bill service uses SSL that ensures your connection and information is secure from outside inspection.
- Encryption: Naperville's e-Bill service uses 128-bit encryption to make your information unreadable as it passes over the Internet.

Q: What if I forget my password?
A: If you forget your password, click the "Forgot your password?" link on the login page. You will be asked to enter your user id, account number or email address, and to answer the challenge question that you entered during your enrollment. After you answer the challenge question correctly, your password will be emailed to you.

Q: What if I forget my user id?
A: Please contact a City of Naperville customer service representative Monday - Friday at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: How can I change my password?
A: You can change your password after you login by selecting Account Setup from the menu bar, and then choose Login Information.

Payments

Q: Can I choose to have my bill paid automatically each month?
A: Once you are logged into e-Bill, select Payments, then Automatic Payments from menu bar on the left side of the page. Click the “Add Automatic Payment Rule” button on the top right side of the page then complete the form. It's that easy!

Q: Can I pay with my credit card?
A: Yes. The City of Naperville e-Bill program provides payment choices for its customers. Customers can choose to pay their e-Bill with their VISA, MasterCard, Discover, or American Express credit card, or electronically transfer funds from a checking account.

Q: How far in advance of the due date should I schedule my payments?
A: Schedule your payments three to five business days before the actual payment due date. It will take at least three business days to process your payment. If you have not allowed adequate time, you will be responsible for any penalties or late charges.

Q: When is the money for the payment drawn from my account?
A: The funds for the payment are debited from your account on the scheduled payment date.

Q: How do I confirm that an electronic payment has been made?
A: You can confirm an electronic payment in two ways:

- If the payment date has passed, check its status online; or
- Wait for your bank statement, which will contain the transaction date and the payment amount.

Q: How do I cancel an e-Bill payment?
A: An e-Bill payment may be cancelled up until the payment is processed. Usually scheduled payments can be cancelled up to one day prior to the scheduled payment date. Select Payment History from the Payments menu. Select the reference number of the scheduled payment you wish to cancel. Press the Cancel button.

To cancel a payment submitted the same day or the prior evening, please contact a City of Naperville customer service representative before 1 p.m. at (630) 420-6059.

Updating/Changing Information

Q: Can I change my bank account or credit card information?
A: Yes. You may add, delete, or modify existing accounts by selecting Payments, then Payment Methods from the menu on the left side of the page. To delete or modify an existing payment method, click on the payment method name to proceed. Payment methods that are associated with an automatic payment rule cannot be deleted until the automatic payment rule is deleted.

Q: If I have a City of Naperville utility account setup in e-Bill already, how do I add additional accounts?
A: Select Accounts Setup, then Accounts from menu on the left side of the page. You may now add additional accounts. Note: To begin service at a new location, please contact a City of Naperville customer service representative at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: How do I remove City of Naperville accounts from my e-Bill account?
A: Select Accounts Setup, then Accounts from menu on the left side of the page. You may now remove accounts. Note: To terminate service at an existing location, please contact a City of Naperville customer service representative at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: How can I change my name or address?
A: To edit your e-Bill enrollment information, select Accounts Setup, then Contact Information from menu on the left side of the page.

Q: How can I change my password?
A: You can change your password after you login by selecting Account Setup from the menu bar, and then choose Login Information.

Troubleshooting

Q: I can't view my bill, what should I do?
A: From the Inbox, click on the bill description to see your bill.

Q: I can't print or save my bill, what should I do?
A: You must use Adobe Acrobat Reader to view, print or save your e-bill to your computer. Adobe Acrobat Reader is available as a free download from: http://get.adobe.com/reader/.

If you already have Acrobat Reader installed on your computer and are still having difficulty, please refer to the following support document from Adobe Systems: http://www.adobe.com/support/techdocs/329344.html.
If you are still unable to resolve your problem after trying the troubling shooting instructions from Adobe Systems, please contact a City of Naperville customer service representative at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: The bill amount on my e-Bill seems incorrect. What should I do?
A: If you have questions about your e-Bill, please contact the City of Naperville at (630) 420-6059. Hours of operation are available on the City Finances page.

Q: My e-Bill is late. What should I do?
A: If your normal e-Bill billing cycle has passed and you still have not received your e-Bill, contact the City of Naperville at (630) 420-6059. Hours of operation are available on the City Finances page. Naperville delivers e-Bills much like they deliver your normal bills today. Depending on billing cycles, the exact day you receive your bill each month may vary.

Q: Why isn't my payment accepted by e-Bill?
A: The e-Bill system does not accept payments less than $5.00. Please contact a City of Naperville customer service representative at (630) 420-6059 to make arrangements for your payment. Hours of operation are available on the City Finances page.