



City of Naperville

Finance Department
400 S. Eagle Street
Naperville, IL 60540
www.naperville.il.us

In-person hours: Monday-Friday 8 a.m. to 4:30 p.m.

For billing/payment questions:

Contact the Call Center at (630) 420-6059

Monday-Friday 7 a.m. - 7 p.m.

Saturday 8 a.m. - Noon

Outages or After Hours Reporting (630) 420-6060

MESSAGE CENTER

Your utility bill has a new look!

Account Number	#####-####
Name	CUSTOMER NAME
Service Address	SERVICE ADDRESS
Bill Date	5/13/24
Due Date	6/10/24
Last Bill Amount	\$135.81
Payments	-\$135.81
Adjustments	\$0.00
Balance Forward	\$0.00
TOTAL BALANCE	\$143.58

Service Period

Rate Class:	From	To	Days	Meter Number	Usage
RESIDENTIAL EL	4/01/24	4/30/24	29	#####	424.61
RESIDENTIAL WT	4/01/24	4/30/24	29	#####	400.00

Service	Unit Cost	Consumption Delivered/Received	Unit	Charge	Total Cost
RF RESIDENTIAL REFUSE					\$14.45
EL CUSTOMER CHARGE				\$17.00	
EL FLAT RES	.107620	424.61	KWH	\$45.70	
EL PURCHASED POWER ADJ	.000740	424.61	KWH	\$0.31	
TOTAL ELECTRIC					\$63.01
WT MONTHLY CUSTOMER CHG				\$9.31	
WT DWC WHOLESALE WT CHG	.040269	400.00	CF	\$16.11	
WT NAPER RETAIL WT CHG	.024300	400.00	CF	\$9.72	

Please detach and return this portion with your payment to ensure proper credit.



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Service Address:	SERVICE ADDRESS
Account:	#####-####
Bill Date:	5/13/24
Current Charges Due Date:	6/10/24
Total Balance:	\$143.58
Amount Enclosed:	

Please Allow 10 Days for mail delivery



CUSTOMER NAME
STREET ADDRESS
CITY, STATE ZIP

REMIT TO:

City of Naperville
PO Box 4231
Carol Stream, IL 60197-4231

A VARIETY OF METHODS TO PAY YOUR BILL



IN PERSON: Make payments in person at the Finance Department counter during normal business hours of Monday through Friday, 8 a.m. to 4:30 p.m.



24/7 DROP-OFF BOX: Drop off payment in the 24/7 drive-thru drop-off box in the lower parking garage of the Municipal Center, 400 S. Eagle St.



MAIL: Mail payments to Finance Department, 400 S. Eagle St. Naperville, IL 60540-5279



PHONE: Pay by phone 24/7 with a credit card by calling (877) 831-6386

MAKE PAYMENTS ONLINE

SIGN UP FOR EBILL ONLINE PAYMENTS: Pay your bills online 24/7,

SIGN UP FOR BANK DRAFT: Have your utility bill automatically deducted from your checking or savings account.

Scan the QR Code or visit
naperville.il.us/payment



ADDING OR DISCONNECTING SERVICES?

Add electric or water service at another property , stop service or update your contact information online.

If you prefer to call, a customer service representative can be reached during business hours by dialing (630) 420-6059.

Scan the QR Code or visit
naperville.il.us/utilityservices



VIEW YOUR USAGE

Enroll in **Empower**, the City of Naperville's online utility dashboard, and monitor your utility usage throughout the month. Visit empowernaperville.com to sign up.



STAY CONNECTED

- ▶ Sign up for Naper Notify and receive City of Naperville information that matters to you the most when you want it, the way you want it. Options include a phone call, text message, email or app notification. Sign up at napernotify.com.
- ▶ Need garbage and recycling-related information? Visit naperville.il.us/garbagerecycling.
- ▶ Have more questions? Visit the Help Center at naperville.il.us.
- ▶ Read resident news online. Visit naperville.il.us/connected for a new issue of Naperville's resident newsletter, *Naperville Connected*, posted online the first of each month.



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Account: #####-#####

Bill Date: 5/13/24

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For Your Information

***ANY PAST DUE AMOUNT IS DUE IMMEDIATELY ***

FOR NAPERVILLE eBILL VISIT [HTTP:NAP.INETBILLER.COM](http://NAP.INETBILLER.COM)

FOR OTHER CITY INFORMATION VISIT WWW.NAPERVILLE.IL.US

AN "E" ON YOUR BILL NEXT TO YOUR METER READING MEANS IT'S AN ESTIMATED READ

Consumption History

	Electric Delivered	Water
MAY 2024	424	400
APR 2024	417	300
MAY 2023	411	300

Account: #####-#####
Service

Bill Date: 5/13/24
Unit Cost Consumption Unit
 Delivered/Received

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Charge Total Cost

WT MONTHLY CAPITAL CHG				1.09	
TOTAL WATER					\$36.23
WW MONTHLY CUSTOMER CHG				11.04	
WW BASED ON WATER CONS	.031500	333.00	CF	10.49	
WW PHOSPHORUS SURCHARGE				2.04	
TOTAL WASTEWATER					\$23.57
MUNICIPAL WATER TAX				1.81	
MUNICIPAL ELECT TAXR				3.15	
STATE TAX				1.36	
TOTAL TAXES					\$6.32
Total Current Charges					\$143.58
Balance Forward					\$.00
Past Due Amount (due immediately) -					\$.00
(If you have a past due amount your service is subject to termination)					
Total Amount Due					\$143.58

*** Bank Draft ***