



City of Geneva
Finance Department
15 South First Street
Geneva, Illinois 60134
FinanceEmail@geneva.il.us
(630) 232-0854

Set Up Automatic Payments

Required Information:

- Utility Profile
- Debit/Credit Card Information or Bank Routing and Account Number
- Email Address

City of Geneva Website

www.geneva.il.us

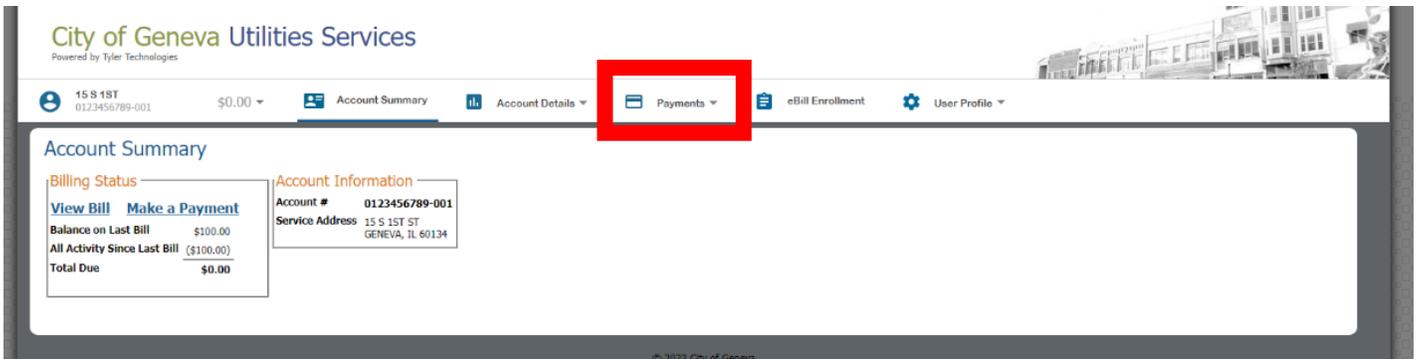
City of Geneva Utility Billing Portal

www.geneva.il.us/1535

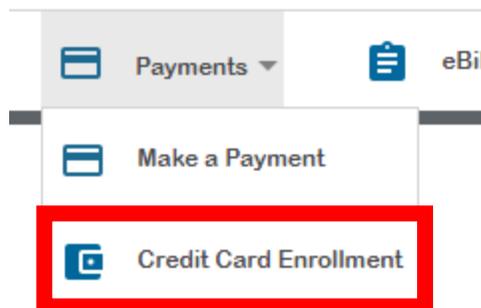
Enroll, manage, and cancel automatic payments online at the utility billing portal. Your monthly utility billing amount will automatically deduct from your automatic payment choice on the payment due date. You will continue to receive a monthly statement based on your delivery preference so you will be reminded that a transaction will occur. AutoPay may take up to one bill cycle to take effect. To confirm if AutoPay is in effect, your bill will indicate, "Auto Paid" or "Balance Due will be Automatically Paid by Card/eCheck on file." If you manage multiple City of Geneva utility accounts, each account will need to be enrolled separately.

Enroll in AutoPay

Step 1: Access the "Credit Card Enrollment" page



On the Navigation bar, click "Payments", and select "Credit Card Enrollment"



If you are not enrolled in AutoPay, click the "Enroll in Autopay" button.

City of Geneva Utilities Services
Powered by Tyler Technologies

Account Summary | Account Details | Payments | eBill Enrollment

Credit Card Enrollment

Credit Card Enrollment is a service where you can enroll your credit card to pay the bill automatically. To sign up simply fill out the form below. **Please note that your auto-pay enrollment will take effect with your next issued bill after enrollment. Your bill will indicate "Auto-Pay" when it is active. If you have a currently outstanding bill at the time of enrollment, it will NOT auto-pay.**

Enrollment Status

Not Currently Enrolled



If you are enrolled in our Bank Drafting AutoPay, your enrollment page will not allow you to enroll online.

City of Geneva Utilities Services
Powered by Tyler Technologies

Account Summary | Account Details | Payments | eBill Enrollment

Credit Card Enrollment

The account is actively enrolled in Bank Draft. Therefore, it is NOT eligible for Credit Card Enrollment. If you would like to cancel your Bank Drafting so that you can enroll in Credit Card Payments, please complete the Cancel AutoPay Account Form here: <https://www.geneva.il.us/FormCenter/Finance-15/Cancel-Grandfathered-AutoPay-Account-111>

Enrollment Status

Actively Enrolled in Bank Draft

Grandfathered AutoPay customers who are enrolled in bank draft autopay with an "Authorization Agreement for AutoPay" will continue to have the Bank Draft AutoPay system. Bank Draft AutoPay customers will not have access to enter new automatic payment system through the portal.

Bank Draft AutoPay customers [will need to cancel their current payment method](https://www.geneva.il.us/FormCenter/Finance-15/Cancel-Grandfathered-AutoPay-Account-111) before switching to the new system. You can fill out a form online at <https://www.geneva.il.us/FormCenter/Finance-15/Cancel-Grandfathered-AutoPay-Account-111> or in-person at the Finance Department. You will be able to access the enrollment page once your bank draft has ended. If you have any questions, call the Finance Department at 630-232-0854.

Step 2: Select AutoPay Payment Method – Card or eCheck

Payments | City of Geneva, IL

Enter your automatic payment information

To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account: 0123456789 001
Account description: 15 S 1ST ST GENEVA, IL 60134

Your automatic payments will be processed on the due date of your bills.

How are you going to pay?

Enter new credit card
 Enter new eCheck

Where should we send your receipt?

Email for receipt
Enter a valid email address

By enrolling in automatic payments, you agree to the following [terms and conditions](#)

When entering your payment information, ensure that information is correct. The system does not pre authorize or prenote the payment information.

If the information is not inputted correctly, it may result in a declined payment which may incur fees such as a late fee, NSF fee.

Enter AutoPay – Credit Card Payment 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 eCheck

Where should we send your receipt?

Email for receipt

Enter a valid email address

By enrolling in automatic payments, you agree to the following [terms and conditions](#)

Enter your card payment details. Be sure you use the address the credit card bill is mailed/addressed to. Enter an email for confirmation receipt.

Enter AutoPay – eCheck Payment Information

How are you going to pay?

Enter new credit card

Enter new eCheck

Account type

Bank name

Account number

Confirm account number

Routing number

Confirm routing number

Name on account

Where should we send your receipt?

Email for receipt

Enter a valid email address

By enrolling in automatic payments, you agree to the following [terms and conditions](#)

Enter your eCheck payment details. Enter an email for confirmation receipt.

Step 3: Confirm AutoPay Enrollment



You're all set!

You have enrolled in automatic payments for the following account.

Account 0123456789-001
Account description - 15 S 1ST ST GENEVA, IL 60134



The screen indicates that you are fully enrolled in reoccurring card/eCheck payment for the account listed. If you have multiple accounts, please see "AutoPay for Multiple Accounts" below.

Auto-Pay will take into effect with the next utility bill after enrollment. Any bills issued before enrollment will not auto-pay. Please make a manual payment for any current or past due bills.

Once auto-pay is in effect, your monthly utility billing amount will automatically deduct from your automatic payment choice on the scheduled payment due date. The City will initiate the transfer once per bill. Please ensure that you have sufficient funds for payment. If payment has declined or failed, you are required to pay the outstanding balance manually. Fees such as a late penalty or NSF fee may apply.

Your utility bill will indicate if auto-pay is in effect. Any bill not indicating auto-pay will not withdraw automatically.

Example of Paper Bill stub:

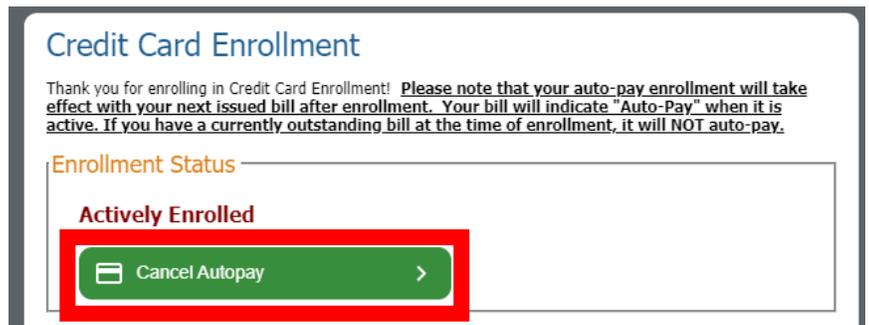
Service Address:	15 S 1ST ST
Account Number:	0123456789-001
Total Amount Due by 01/26/2024:	\$100.00
Auto Pay:	\$110.00

Example of Online Bill stub:

Account Number:	0123456789-001
Service Address:	15 S 1ST ST
Total Amount Due by 1/26/2024:	\$100.00
Total Amount Due After 1/26/2024:	\$110.00
Amount Enclosed:	AutoPaid on 1/26/2024

Canceling Auto-Pay

You will be able to cancel autopay by clicking "Cancel Autopay" on the "Credit Card Enrollment" page.



AutoPay for Multiple Accounts

If you manage multiple City of Geneva utility accounts, you must enroll each account. You can switch between accounts by toggling on the navigation bar. Click the down-facing arrow on the top left portion of the navigation bar. A drop-down navigation containing your associated accounts will appear and will allow you to toggle between multiple accounts. Repeat the enrollment process for each account.

