

Village of Carol Stream
On-Line Water Bill Payments
Instructions for Enrolling in AUTO PAY from Green-Pay Account

STEP 1: Make sure you have already created your Green-Pay account and have linked it to your water account (detailed instructions for these steps are on the Village website).

STEP 2: From the main/home screen, select “Enroll in AUTO PAY under “User Preferences”

The screenshot shows the Green-Pay user interface. At the top is a navigation bar with icons for HOME, MANAGE, BILLING, and INFO. Below this are two main sections: PERSONAL INFORMATION and USER PREFERENCES. The PERSONAL INFORMATION section displays fields for First Name (John), Last Name (Doe), Address, and E-Mail (johndoe@gmail.com). The USER PREFERENCES section displays fields for Bill Delivery Method (Regular Mail and E-Bill), Phone #, Contact me by (E-mail), and Best time to contact me (12:00 - 5:00 PM). A red arrow points to a green link labeled 'ENROLL IN AUTO PAY' in the USER PREFERENCES section. Below these sections is an ACCOUNTS table and a BILLS section.

ACCOUNT # / NAME	SERVICE ADDRESS	AUTO PAY	MUNICIPALITY
20876/C S VILLAGE HALL	500 N GARY AVE	No	Carol Stream

BILLS

Account balance may not reflect "real-time" data. The data reflects the most recent activity as of the bill generation date.

ACCOUNT # / NAME	DUE DATE	AMOUNT DUE	VIEW	PAY	FROM
20876 / C S VILLAGE HALL	Jun 20, 2018	\$11.35	VIEW BILL	PAY THIS BILL	Carol Stream

You will need [ADOBE ACROBAT](#) to view utility bills.

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STEP 3: Complete all requested information on the screen below.

Please note the check illustration below that shows where to find your 9 digit bank routing number, also known as the “ABA” number. After entering all requested information, click on **SAVE** in the lower right corner of the screen.



MANAGE AUTO PAY

Name on Account:

Account Address 1:

Account Address 2:

City:

State:

Zip Code:

Your Phone #: -

1200

PAY TO THE ORDER OF _____ \$

DOLLARS

FOR _____

⑆122105276⑆ 6724301068⑆ 1200⑆

Routing Number Account Number Check Number

Account Type: Checking Saving

Bank Name:

Routing Number:

Account Number: x

SAVE

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STEP 4: After you SAVE your bank account information, you will see the screen below that confirms you have successfully added your bank account to the system. The next step involves linking your bank account to your water utility account. Click on the “[GO TO UTILITY ACCOUNT\(S\)](#)” link at the bottom of the page to begin that process.

MANAGE AUTO PAY

✓ You have successfully added a Bank Account to the system.

⚠ **NOTE:** one extra step needs to take place.
Complete the process by linking one or more utility accounts to this bank account.

To link one or more utility accounts follow these steps:

- Click on the link below: [GO TO UTILITY ACCOUNT\(S\)](#)
- From the utility accounts listing, click on **EDIT** to add the utility account that you want to set up for AUTO PAY.
- Click **YES** next to AUTO PAY and then select the desired bank account.
- Save the changes.

✓ **ATTENTION:**

PLEASE ALLOW 1 OR 2 BILLING CYCLES FOR YOUR 1ST AUTO PAY PAYMENT TO BE WITHDRAWN FROM YOUR ACCOUNT.
NO PAYMENT WILL BE WITHDRAWN FROM YOUR ACCOUNT AT THIS TIME.

This online form is only a means for the Village/City to collect information to enroll your utility account in AUTO PAY.
Once this information is captured, the Village/City will then start the process to enroll you in AUTO PAY.

[GO TO AUTO PAY ACCOUNT\(S\)](#) [GO TO UTILITY ACCOUNT\(S\)](#)

Next, click here to link your AUTO PAY bank account to your water utility account

STEP 5: Click on “**EDIT**” to assign a bank account to your water utility account as shown below.

MANAGE ACCOUNTS

Search:

Show **10** entries

ACCOUNT # / NAME	SERVICE ADDRESS	AUTO PAY	MUNICIPALITY		
20876/C-S VILLAGE HALL	500 N GARY AVE	No	Carol Stream	EDIT	DELETE

SHOWING 1 TO 1 OF 1 ENTRIES

[FIRST](#) [PREVIOUS](#) [NEXT](#) [LAST](#)

[ADD A NEW UTILITY ACCOUNT](#)

Click on **EDIT** to assign your bank account to your water utility account.

If your community permits Auto Payments and you have a Bank Account set up, Click on **EDIT to Link the Bank Account to the Utility Account

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STEP 6: Click on the “AUTO PAY” button and choose your bank account from the drop down list as shown on the screen below. Next click on “SAVE”.

MANAGE ACCOUNTS

Account Number: 20876

Account Name: C S VILLAGE HALL

Service Address: 500 N GARY AVE

Phone #: ()

Auto Pay: Yes No

Auto Pay Account: Select Account

SAVE

Click on YES for AUTO Pay and select the Auto Pay bank account you just set up. Then SAVE

STEP 7: Review the program “TERMS & CONDITIONS” and check the box indicating your acceptance. Next click on “SAVE”.

MANAGE ACCOUNTS

AUTO PAY TERMS AND CONDITIONS

TERMS & CONDITIONS

SAVE

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STEP 8: Your registration to participate in AUTO PAY is complete when you see the screen below and your AUTO PAY status is set at “Yes”.

The screenshot shows the 'MANAGE ACCOUNTS' interface. At the top, there is a navigation bar with 'HOME', 'MANAGE', 'BILLING', and 'INFO'. Below this, a search bar and a 'Show 10 entries' dropdown are present. The main content is a table with the following data:

ACCOUNT # / NAME	SERVICE ADDRESS	AUTO PAY	MUNICIPALITY		
20876/C S VILLAGE HALL	500 N GARY AVE	Yes	Carol Stream	EDIT	DELETE

Below the table, it says 'SHOWING 1 TO 1 OF 1 ENTRIES' and provides navigation buttons: 'FIRST', 'PREVIOUS', '1', 'NEXT', 'LAST'. A green button at the bottom says 'ADD A NEW UTILITY ACCOUNT'. A red box highlights the 'Yes' in the 'AUTO PAY' column with the text: 'When complete, AUTO PAY should be set to "Yes".'

**If your community permits Auto Payments and you have a Bank Account set up, Click on EDIT to Link the Bank Account to the Utility Account

IMPORTANT – Depending upon when you complete your registration for AUTO PAY, it may take one to two monthly billing cycles to for automatic deductions to take place from your designated bank account. During this time you must continue to pay your bill by check/mail or in-person at the Village Hall. You will know AUTO PAY has been activated when your bill shows the words “STREAM LINE PAID” by the “Amount Paid” on your bill as shown in the example below.

The image shows a utility bill from the Village of Carol Stream. At the top, it says 'RETURN BOTTOM PORTION WITH YOUR CHECK MADE PAYABLE TO VILLAGE OF CAROL STREAM. RETAIN THIS PORTION FOR YOUR RECORDS.' Below this, there is a barcode and the following information:

BILL NUMBER:
ACCOUNT NUMBER:
CUSTOMER NUMBER:

The bill includes a logo for the Village of Carol Stream and contact information: 500 N. GARY AVENUE • CAROL STREAM, ILLINOIS 60188-1899, (630) 871-6222, e-"stream" www.carolstream.org. The bill also features a '4TH OF JULY FIREWORKS DONATION' for \$42.49. A blue box on the right side of the bill reads 'STREAM LINE PAID' with the amount '\$42.49' below it. The bill includes a barcode and the following information:

AMOUNT PAID \$42.49

CAROL STREAM, IL 60188-9212

If you have any questions or need additional assistance in enrolling in AUTO PAY, please do not hesitate to contact the water billing division at 630-871-6222.