



# Village of Winnetka

## Utility eBills and Recurring Credit Cards

### Resident Guide

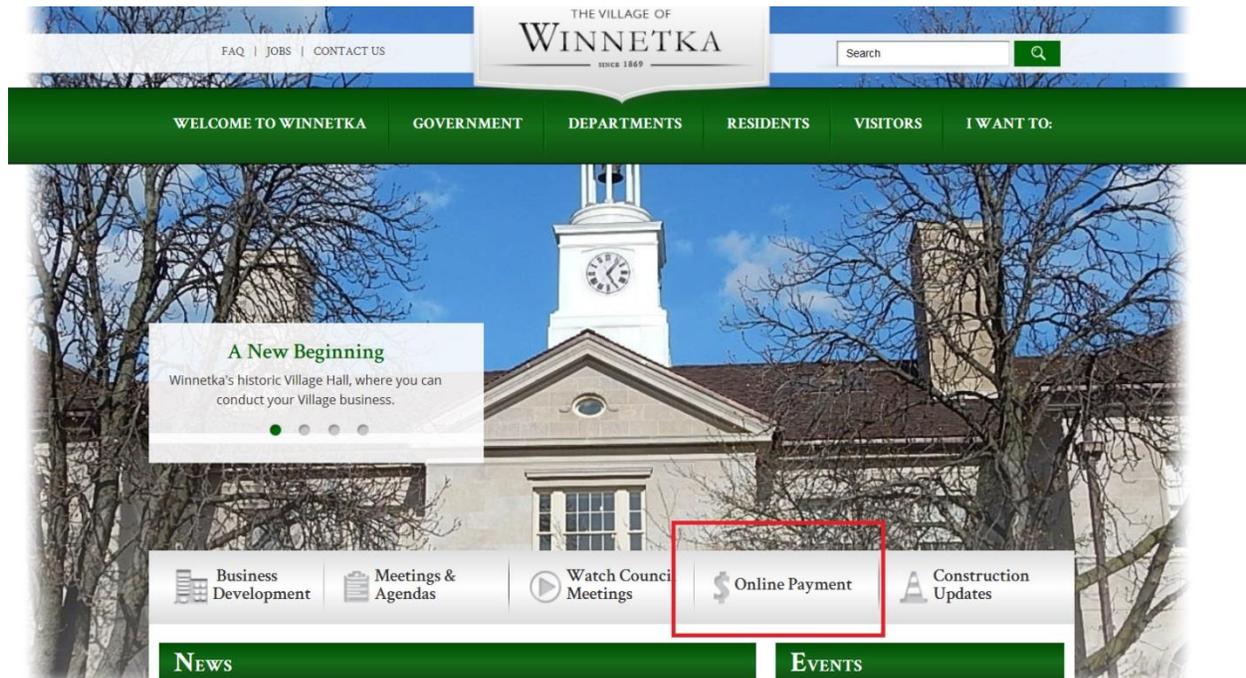
**Process:** The Village of Winnetka allows utility customers to enroll in eBills and recurring credit card payments (RCC). The eBill feature allows a customer to waive a paper bill and instead receive an email link to their bill each statement period. RCC allows a customer to keep a credit card on file with the Village that will be charged automatically on their bill due date. These features can be used together or independently, but both require a valid email address.

#### **Step 1 – Navigate to the Village of Winnetka Utility Billing Portal**

The Village of Winnetka Utility Billing Portal was established in 2016 for customers to review bill history, consumption data, and pay their bill with a credit card. The direct link to this portal is:

<https://payments.winnetka.org/eSuite.Utilities/>

It can also be accessed indirectly by visiting the Village’s homepage at <http://www.villageofwinnetka.org>, and clicking the online payment link “Online Payment”. The subsequent screen will display a number of options—select “Online Utility Bill Payments”.



## Step 2 – Logon to the Utility Billing Portal

When the link above is accessed, users will be presented with a login screen. Use a previously established username and password to access your utility account or create one using your account number and last name as displayed on your utility bill.

# Village of Winnetka Utilities Services

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## Sign In

Username

Password

Remember Me

**SIGN IN**

[Create User Profile](#)

[Forgot Username?](#)

[Forgot Password?](#)

## Step 3A – eBill Enrollment

Once logged in to the portal, there will be a number of user menus linked toward the top of the screen. To begin the eBill enrollment process, select “eBill Enrollment”.

# Village of Winnetka Utilities Services

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 \$436.45  Account Summary  Account Details  Payments  **eBill Enrollment**  User Profile

After navigating the “eBill Enrollment” tab, you will enter your email address, select a delivery preference, and click on the “Enroll Now” link. Customers enrolling in eBills can waive a paper bill completely or elect to receive both paper bills and eBills.

## eBill Enrollment

eBills is a service where you can receive new bill notifications electronically and view your bill as a PDF. To sign up simply fill out the form below.

### Enrollment Status

#### Not Currently Enrolled

\* Your Email Address  (THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)

\* Your Delivery Preference

- eBill Only  
 eBill and Paper Invoice

**ENROLL NOW**

After clicking the “Enroll Now” link, check your email. You will receive a request from [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org) to verify your email to confirm your enrollment. Please follow the appropriate link included in the email.

**Village of Winnetka - eBill Enrollment**

Utility Billing

Sent: Wed 3/28/2018 10:21 AM

To:

Confirm Enrollment in eBill Service

Dear

Welcome to the Village of Winnetka eBill program, and thank you for choosing to use eBills. The eBill program makes it easier than ever to pay your bills. To complete your enrollment and begin receiving your bill electronically, you need to confirm your enrollment by clicking on this link [Confirm My Enrollment](#). You will be prompted to log on using your last name and account number. Please have a previous bill handy if you do not know your account number.

In order to ensure that you receive your eBills, you should be sure to include the address [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org) in your approved email address list. Your account balance is due on the due date regardless of your inability to receive the email due to its being blocked by spam filtering, not being delivered by your email provider, etc.

If you have not enrolled and feel that you have received this email in error, please contact Customer Service by calling 847-446-9550 or by emailing [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org). Use this number if you have any questions or concerns about the eBill service.

For additional tools for tracking your account information be sure to visit our self-service site by clicking [here](#).

Once again, thank you for enrolling in the eBill program. We are pleased to provide the latest tools to help you manage your bill.

Best regards,

Village of Winnetka

After confirming your enrollment, you will receive a second email confirming that you are fully enrolled in the eBill program.

**Village of Winnetka - Congratulations on your eBill enrollment!**

Utility Billing

Sent: Wed 3/28/2018 10:27 AM

To:

eBill Welcome

Dear

Welcome to the Village of Winnetka eBill program, and thank you for choosing to use eBills. The eBill program makes it easier than ever to pay your bills. To view your bill on our self-service web site, please visit [My Account](#). You will be prompted to log on using your last name and account number. Please have a previous bill handy if you do not know your account number.

In order to ensure that you receive your eBills, you should be sure to include the address [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org) in your approved email address list. Your account balance is due on the due date regardless of your inability to receive the email due to its being blocked by spam filtering, not being delivered by your email provider, etc.

If you have not enrolled and feel that you have received this email in error, please contact Customer Service by calling 847-446-9550 or by emailing [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org). Use this number if you have any questions or concerns about the eBill service.

You have enrolled using the email address \_\_\_\_\_@winnetka.org. If you wish to unenroll from eBills, you may do so by visiting the self-service portal by clicking [here](#).

Once again, thank you for enrolling in the eBill program. We are pleased to provide the latest tools to help you manage your bill.

Best regards,

Village of Winnetka

### **Step 3B – Receiving eBills**

When your monthly or bimonthly statement is generated by the Village’s Utility Billing division, you will receive an email notification that your bill has been posted and is ready to view. Click the appropriate link in the email to be taken to your bill (the Portal will prompt you to login for security purposes).

#### **Village of Winnetka - Your utility bill is ready for viewing**

Utility Billing

Sent: Wed 3/28/2018 10:37 AM

To:

View Your eBill

Dear

Thank you for being a Village of Winnetka Utilities customer. Your bill is ready for you to view and pay. To view your bill, please log into your account via our self-service website. [View My Bill.](#)

If you are not enrolled and feel that you have received this email in error, please contact Customer Service by calling 847-446-9550 or by emailing [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org). Use this contact information if you have any questions or concerns about the eBill service.

You have enrolled using the email address \_\_\_\_\_@winnetka.org. If you wish to unenroll from eBills, you may do so by visiting the self-service portal or clicking [here](#).

Once again, thank you for choosing to use the eBill program. We are pleased to provide the latest tools to help you manage your bill.

Best regards,

Village of Winnetka

### **Village of Winnetka Utilities Services**

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The screenshot shows the user interface of the Village of Winnetka Utilities Services portal. At the top, there is a navigation bar with a balance of \$436.45 and links for Account Summary, Account Details, Payments, eBill Enrollment, and User Profile. Below the navigation bar, the 'View Bills' section is active, showing a due date of 5/4/2018 and a 'VIEW BILL' button. A dropdown menu is open under 'Account Details', listing 'View Bills', 'Consumption Analysis', and 'Account History'. The main content area displays a 'Utility Remittance Form' for the Village of Winnetka, including a 'DUPLICATE BILL' link and a table with the following information:

Account Number:	
Total Amount Due \$	436.45
Due By:	5/4/2018
Amount Enclosed \$	<input type="text"/>

### **Step 3C – Un-Enroll in eBills**

Customers may exit the eBill program at any time. To do so, login to the Utility Billing Portal using the instructions above and navigate to the “eBill Enrollment” tab. Click the “Cancel Enrollment” link. You will receive an email confirming your cancellation of the program. In most cases, the change is immediate and your next bill will be received on paper through the mail. However, in some instances due to timing, please allow for one full billing cycle before receiving a paper bill.

## eBill Enrollment

Thank you for enrolling in eBills!

### Enrollment Status

#### Actively Enrolled

\* Your Email Address  (THIS IS WHERE

\* Your Delivery Preference

- eBill Only
- eBill and Paper Invoice

UPDATE ENROLLMENT

CANCEL ENROLLMENT

### Step 4A – Recurring Credit Card (RCC) Enrollment

Once logged in to the portal, there will be a number of user menus linked toward the top of the screen. To begin the RCC enrollment process, select “Payments” then “Credit Card Enrollment”.

## Village of Winnetka Utilities Services

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The screenshot shows the user interface of the Village of Winnetka Utilities Services portal. At the top, there is a navigation bar with a user profile icon, account balance (\$436.45), and several menu items: Account Summary, Account Details, Payments, and eBill Enrollment. The Payments menu is expanded, showing options for Make a Payment and Credit Card Enrollment, with the latter highlighted by a red box. Below the navigation bar, the Account Summary section is visible, containing Billing Status and Account Information sections. The Credit Card Enrollment option is highlighted with a red box.

Once on the enrollment page, enter your email address and select the “I agree to Terms and Conditions” checkbox. Click the “Enroll with Credit Card” link.

**Credit Card Enrollment**

Credit Card Enrollment is a service where you can enroll your credit card to pay

**Enrollment Status**

**Not Currently Enrolled**

Email

I agree to [Terms And Conditions](#)

[ENROLL WITH CREDIT CARD](#)

You will then be directed to the Village’s payment processor, BridgePay, to enter your credit card information. Your card information is stored securely with BridgePay and the Village does not have the ability to view it in compliance with industry security practices. During the payment process, BridgePay simply runs a charge against the card and passes on an approved or declined message with a dollar amount to the Village’s accounting system.

**BILLING INFORMATION**

Time left: 6 minutes, and 18 seconds

(Must match the billing address for your credit card)

Name: \*

Address:

Zip:

**PAYMENT INFORMATION**

Payment Method:

AMEX DISCOVER MasterCard VISA

Powered by [Bridgepay Network Solutions.](#)

After the payment processor has successfully validated your credit card information, you will be prompted to return to the Utility Billing Portal. The system will not send an email confirmation that you have been enrolled, but you can review your enrollment status at any time by visiting the “Credit Card Enrollment” page in the Utility Billing Portal. The first charge will occur on your next regular bill.

#### **Step 4B – Recurring Credit Card (RCC) Charges**

In most cases, RCC charges will be processed on your bill due date, normally 21 days after a bill is issued. This provides customers with enough time to contact the Village with questions about their bill if necessary prior to the charge being processed. During the charge process, the participant will receive one of two emails:

1. The charge was processed and was successful.
2. The charge was processed and failed.

If the charge was successful, no action is required by the customer and their account status is up-to-date. If the charge failed, customers should investigate the issue with their bank. The recurring credit card process will not attempt to charge the card again for the current billing cycle. Instead, a customer must make a manual online payment with an alternative credit card by using the “Make a Payment” link in the Utility Billing Portal. Alternatively, a customer may make an in-person payment at the Village Hall with a check, cash, or credit card.

Additionally, the system will generate an email to remind a customer to update their credit card information if the card on file is nearing expiration. Emails will be sent 60 days and 30 days prior to expiration. An email will also be sent the day a card expires. Customers with expiring cards will need to use the un-enroll function outlined in the next section to remove the old card and re-enroll using the instructions in the previous section with their new card.

#### **Step 4C – Un-Enroll in Recurring Credit Card (RCC) Payments**

Customers may exit the RCC program at any time. To do so, login to the Utility Billing Portal using the instructions above and navigate to the “Credit Card Enrollment” tab. Click the “Withdraw” link. You will not receive an email confirming your cancellation of the program, but the page will display “Not Currently Enrolled”. The change will take effect with your next bill.

Note, that when a customer is enrolled in recurring credit card payments, they will receive a message on their paper or eBill indicating that their account is paid automatically.

## **Frequently Asked Questions**

**Q:** I am currently enrolled in auto-ACH from my bank account. I would like to switch to recurring credit cards.

**A:** The system will not allow an account enrolled in auto-ACH to enroll in recurring credit card payments. To cancel your auto-ACH plan, you must submit a request in writing to the Village's Utility Billing division. A request may be submitted by paper, but can be accommodated quicker when it is received via email at [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org). Please ensure you are including your account number, name, and service address on all correspondence. Once the Village has processed the auto-ACH cancellation, you will be able to enroll in RCC online.

**Q:** I cannot access the online Utility Billing Portal.

**A:** Ensure your account number and last name are formatted exactly as displayed on your bill (including any hyphens). Also note that certain wholesale or high volume customers cannot use the online service. Please contact Utility Billing with questions regarding login problems at (847)446-9550.

**Q:** How does timing work with enrolling/un-enrolling in eBills and/or recurring credit cards?

**A:** In most cases, enrolling and un-enrolling will not have any effect on an active bill. For instance, if a customer were issued a bill on March 1, 2018 with a due date of March 21, 2018 and attempted to enroll in recurring credit card payments on March 15, 2018, the system would not be able to apply the enrollment to the bill due on March 21 and a manual payment would be required. The RCC plan would go into effect for an April bill issued on April 1, 2018 and due on April 21, 2018. The same logic holds if a customer is un-enrolling in either program.

**Q:** I am interested in only one program. Can I enroll in one without the other?

**A:** Yes! Both eBills and RCC can be utilized independent of one another.

**Q:** I did not receive my eBill notification in my email. Can I have additional time to pay?

**A:** It is the responsibility of the customer to ensure their email client is properly configured to receive email from [utilitybilling@winnetka.org](mailto:utilitybilling@winnetka.org). The Village does not take responsibility for emails blocked by a SPAM filter or those that a server fails to deliver.

**Q:** My eBill does not include the graphs that are displayed on my paper bill.

**A:** This is currently a technological limitation of the eBills generated from the Utility Billing Portal. However, if a customer is logged into the Portal viewing their eBill, they can navigate to the “Consumption Analysis” tab and generate their own graphs by service type and time period.

## Village of Winnetka Utilities Services

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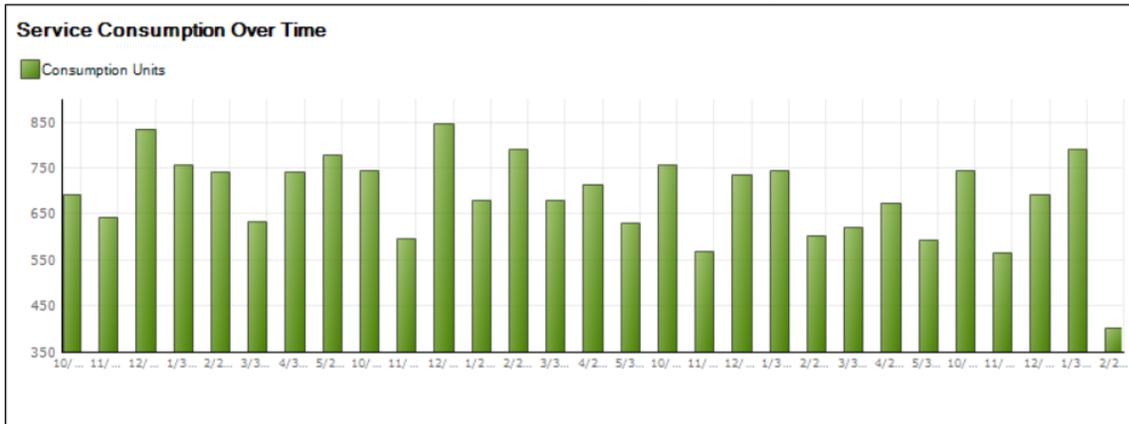
Account Summary View Bills **Consumption Analysis** Account History Make a Payment eBill Enrollment Credit Card Enro

### Consumption Analysis

Service Type: ELECTRIC USAGE  
 Consumption Type: Electric Consumption Group - kWh  
 From: 3/1/2014 To: 3/28/2018  
 UPDATE

#### Service Consumption

Chart By  Consumption  Dollar Amount



Billing Date	Charge	Consumption	Unit
2/28/2018	\$46.90	404.0000000	kWh
1/31/2018	\$92.07	793.0000000	kWh