



2 E. MAIN STREET  
ST. CHARLES, IL 60174  
630.377.4400  
STCHARLESIL.GOV

## PRESS RELEASE

### NEWS FROM THE CITY OF ST. CHARLES

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#### City of St. Charles Utility Billing Office Closed for In-Person Visits Nov. 13 & 14

**ST. CHARLES, ILL.** (Nov. 10, 2025) – The City's Utility Billing Office at the Municipal Building, 2 E. Main Street, will be closed to in-person services Nov. 13 & 14, 2025, while facility improvements are made. Staff will be available during this time to assist with any questions or payments. We apologize for any inconvenience.

#### Contact Staff

- By phone at 630.377.4426
- Email [utilitybilling@stcharlesil.gov](mailto:utilitybilling@stcharlesil.gov)

#### Make a Payment

- By phone - Call toll free 24/7 at 833.425.1113
- Online - Visit our website at [stcharlesil.gov/Services/Make-a-payment](https://stcharlesil.gov/Services/Make-a-payment)
- Through our new utility billing app - Download for iOS and Android devices. Search for the app in the App Store under "City of St. Charles."
- Deposit a payment in one of four drop boxes conveniently located throughout town:
  1. East side - 2700 block of East Main St., in the Foxfield Commons Shopping Center
  2. Downtown - Municipal Building, 2 E. Main St., at the southeast side of the building
  3. Downtown - Municipal Building north parking lot, next to the USPS mailbox
  4. West side - St. Charles Police Station, 1515 W. Main Street

#### About the City of St. Charles

The City of St. Charles, Illinois, is guided by the three driving principles in its Mission: *Service. Tradition. Community.* Together, these principles create a thriving environment for people who live or visit here, and for businesses to prosper. Our City has gained national recognition as a family-friendly town and wide acclaim for its architecture, living up to its nickname *Pride of the Fox*. Conveniently located 35 miles west of Chicago, in Kane and northwestern DuPage counties, St. Charles is home to 33,000 residents and a balanced mix of more than 2,000 businesses that employ approximately 28,700 people. More at [stcharlesil.gov](https://stcharlesil.gov), and follow us on [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [LinkedIn](#).

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