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## PRESS RELEASE

### NEWS FROM THE CITY OF ST. CHARLES

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### **New City of St. Charles Online Utility Payment Portal Scheduled to Launch in February**

**ST. CHARLES, ILL.** (Jan. 5, 2024) – The City is implementing a new utility billing system, which is scheduled to go live in February. The new system will have a new customer portal with enhanced features that make it easy for residents to manage their utility account.

#### **Important Items to Note When the New System Launches**

- All accounts will be assigned new account numbers.
- Customers currently paying online through Paymentus will need to create a new profile in the City's new portal called Silverblaze and set up payment methods (online fees still apply).
- A Quick Pay option that doesn't require creating a profile and password also will be available.
- Customers who pay their utility bill through a bank or other outside payment system will need to update the payment information with the new utility account number.
- Credit/debit card payments can still be made at the counter using our self-service kiosk, which will include the same \$3.95 convenience fee currently charged for online payments
- Phone payments will also still be accepted using our Automated Phone Service.
- Paper bills also will have a new look and added utility information.
- Everyone will receive a paper bill for the first billing cycle due to all accounts being assigned new account numbers.

Contact the Utility Billing Office with questions at 630.377.4426

#### ***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 [www.stcharlesil.gov](http://www.stcharlesil.gov), and follow us on [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [LinkedIn](#).

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