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STCHARLESIL.GOV

PRESS RELEASE

NEWS FROM THE CITY OF ST. CHARLES

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Special Utility Billing Office Hours During New Software Transition Feb. 9 & 12, 2024

ST. CHARLES, Ill. (Feb. 2, 2024) – The City is in the final stages of implementing its new utility billing software. To help accommodate the transition to the new software, the Utility Billing Office will have modified hours during its “Go-Live” process:

- **Friday, February 9:** The Utility Billing Office will be closed for in-person counter activity, but staff will be available to answer phone calls and inquiries.
- **Monday, February 12:** The Utility Billing Office will be closed entirely as staff finalizes the transition to the new software.
- **Tuesday, February 13:** The Utility Billing Office will re-open for regular office hours, 8:00 a.m. to 4:30 p.m.

More about the new system and current online payment options is at stcharlesil.gov/utility-billing.

Payments also can be deposited 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

We apologize for any inconvenience. Contact the Utility Billing Office at 630.377.4426 with any questions.

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, and follow us on [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#) and [LinkedIn](#).

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